



SALES SOLUTIONS MANAGER - OPEN POSITION

Based in Hamilton, NetAccess Systems Inc. is an innovative and dynamic ICT (Information and Communications Technology) company with more than 25 years of industry experience. Our vision is bold: we seek to be the trusted leader in everything we do. We do this by striving to maintain a culture of success through a company-wide commitment to our core values, business best practices, and our focus on employee and customer engagement. We regard our clients' success as the measure of our success, and are proud of our track record for service excellence since 1993.

Key Service Offerings:

- + Managed ICT- NetPro (Complete managed ICT services)
- + Digital Phone- NetVoice
- + Hosting- NetHost - Backup and DRaaS (Disaster recovery as-a-service) via exclusively owned Tier 3 designed-data centre
- + Connectivity- NetConnect - Exclusively owned wireless connectivity infrastructure

POSITION DESCRIPTION:

Sales Solutions Manager

Our Award winning and growing ICT company is looking for an experienced Sales Solutions Account Manager to join our growing sales team in helping achieve our sales revenue, margin and income targets.

Reports to: Vice President, Sales

Responsibilities:

+ Sales Execution

- Sales plan implementation
- Aggressively pursue sales opportunities applying latest product knowledge and sales foundation skills to improve close-rate percentage
- Prepare cost estimates and quotes for customer solutions
- Review purchase orders to quote, ensure terms and conditions are acceptable and agreeable as written
- Process RFQs from quoting to order entry, to final completion and after-sales support

+ **Farming** - Organic Sales Growth - Manage assigned customers as required to provide customer service excellence and increase sales; acting as customer liaison throughout the process

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- + **Hunting** – Building a pipeline of prospective customers via lead generation (social/digital), networking, associations, warm calling, referrals etc.
- + **Account Management & Planning**
 - Annual strategic territory planning and forecast budgeting
 - Monthly/Weekly sales planning
- + **Reporting** – Submit activity and results reports, such as CRM maintenance, daily call reports, weekly work plans, and monthly and annual territory analyses.
 - **Monitors** competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
 - **Recommends** changes in products, service, and policy by evaluating results and competitive developments.
 - **Resolves** customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
 - **Inter-Departmental Collaboration** - Working in conjunction with purchasing, technical solutions/support engineering, programming, scheduling
 - **Technical Knowledge** - Maintains professional standards; attending educational workshops, reviewing professional publications; establishing personal networks; participating in professional associations.
 - Other related duties as assigned in pursuit of exceeding sales revenue, gross margin and income targets.

You will need to show evidence of high emotional intelligence including:

- Self-awareness
 - Confidence
 - Aware of your impression on others
 - Sense of humor (can laugh at self)
- Self-Regulation
 - Conscientious
 - Adaptable
- Internal Motivation
 - Initiative and the commitment to complete a task; competitive, results driven attitude
 - Perseverance in the face of adversity (stamina)
- Empathy
 - Relationship builder
 - Perceptive of other’s emotions and taking an active interest in their concerns
 - Proactive— Ability to listen, identifying customers’ needs providing solutions via verbal/presentation skills and soft people skills
 - Passion, integrity, loyalty, openness, trustworthiness with dedication and focus
 - A good level of technical understanding with enthusiasm for new technology and its commercial uses



Qualifications:

- + Minimum 5 years' experience in outside technical (consultative) Customer Sales and surpassing KPI's/budgets
- + Proven ability to 'close' technical sales opportunities and relate to customer technical requirements
- + Deep knowledge of both Information and communication technology (Preferred)
- + Strong analytical, time management and problem solving skills
- + Excellent communications skills (verbal and written)
- + Strong focus on teamwork
- + Strong track record of both a hunter and a farmer
- + Experience in managing multiple projects at the same time (highly preferred)
- + a full, clean driving license and reliable transportation to travel to client's premises;
- + Ability to travel to the United States

A degree in one of the following subjects is an advantage:

- + Business Information Systems/Technology
- + Business/Management
- + Computer Science/Software Engineering/Computer Engineering

While a relevant degree is not always essential, subjects with a technical content or business management component may be favoured.

We offer a competitive compensation and benefits package.