

## INSIDE SALES MANAGER

### Who we are:

Energetic, dynamic and on an accelerated growth trajectory. We're Quovim C3, the top Canadian provider of Contact Center and Unified Communications solutions and consulting services. We enable organizations to create powerful and meaningful interactions by encouraging our team to embrace challenges, evolution and innovation.

We seek new passionate team members to join our creative and agile learning environment. Enjoy open, modern facilities with wall-to-wall windows overlooking a unique urban green space in the heart of downtown Montreal, with easy access to public transportation, chic restos and the whole downtown vibe.

### Why we need you:

The main objective of this role is to plan and implement outbound sales strategies for Quovim C3 cloud contact center solutions for new small and medium size customers. The role is responsible for driving revenue from new accounts, effective follow up of new leads and for developing and carrying out strategic sales activities focused on Quovim C3 cloud contact center solutions pipeline and customer base growth. Research, resolve, and respond to questions received via telephone, email, web, and web chats in a timely manner, in accordance with current standards.

- Responsible for developing new business by identifying new sales opportunities with prospective customers by cold calling, premise visits, networking, lead generation, proposal submission, and customer appointments.
- Manage prospecting and sales activities with a focus on Quovim C3 cloud contact center solutions pipeline and customer base growth
- Update and manage Quovim C3 cloud contact center solutions pipeline and prepare revenue forecasts
- Maintain individual sales activities and establish new accounts
- Develop close plans for targeted opportunities and drive opportunities to closure
- Support direct reports by participating and leading in prospect meetings and engaging other resources as required (if applicable)
- Model effective selling skills and coach for increased confidence and productivity of the sales team
- Motivate and support the sales team in selling, demonstrating a high level of support in the pursuit and closing of deals
- Coordinate sales activities with other team members and departments
- Work in close collaboration with the marketing team, specifically the Demand Generation Marketing Manager
- Continually learn and develop knowledge of Quovim C3 cloud contact center solutions

### Your tech skills:

- Excellent presentation, organization, and listening skills
- Must be analytical and metrics driven through all stages of the sales cycle
- Strong computer skills, proficient with CRM systems and Microsoft Office Suite
- Experience with Microsoft Dynamics, Salesforce, and Zendesk is an asset

### You must have:

- Bachelor's degree in Business, Marketing, Engineering or related discipline

- Prior experience managing sales teams in the call center environment
- 5-10 years of experience in software solutions selling
- Proven experience in managing, building and inspiring a team to achieve weekly, monthly, and quarterly targets
- Genesys, Interactive Intelligence, or Contact Center Software knowledge and experience is a strong asset
- Exceptional ability to persuade, convince, negotiate with influence in order to support objectives
- Entrepreneurial, highly motivated and adaptable
- Advanced interpersonal and communication skills
- English and French (spoken and written) is mandatory

**LOCATION:** Montreal

**APPLY:** [CAREERS@QUOVIMC3.COM](mailto:CAREERS@QUOVIMC3.COM)