

Position Description: Customer Success Representative

Position Title: Customer Success Representative
Functional Group: Sales
Reports to: EVP Sales
Date: September 2018



Our Company

Coretex delivers compliance and fleet management solutions to more than 50,000 connected vehicles in the construction, cold chain and waste and recycling industries. Coretex's cloud-based visualization software helps customers worldwide turn rich data into automated business intelligence supporting safer, greener and more productive business outcomes.

Our start-up culture and 'can-do' attitude helps us take on the best and win. Our business is run from offices in New York, San Diego, Auckland, and Sydney. We have ambitious growth plans that will see us further expand operations over the coming weeks, months and years.

Purpose of this Role

We are looking for a Customer Success Representative to join our US Sales Team. This team is tasked with delivering the company's growth, new business and revenue targets, while maintaining our industry-leading customer satisfaction levels.

The Customer Success Representative is responsible for ensuring customer satisfaction through account management, as well as growing these customers via new sales.

Critical to this role is the ability to quickly identify and understand a customer's problems and present a solution. The successful candidate must also be capable of communicating and negotiating with clients, generating new opportunities, qualifying prospects and managing a sales pipeline.

Responsibilities

The outcomes listed below describe the tasks Customer Success Representative may be expected to carry out. This list is indicative of the role and is not exhaustive. Performance goals in alignment with these outcomes will be agreed between the successful candidate and their Manager.

- Fulfill the Sales function and exceed targets by selling Coretex products and services to the assigned account base within the territory
- Manage the relationship with new and existing clients, which will include retention, satisfaction and providing technical and product support
- Ensure customer satisfaction is maintained throughout and during and following any implementation project
- Work to identify and/or develop upsell opportunities
- Work with the marketing team and inside sales teams to follow up on all sales leads
- Utilise Salesforce to ensure that all sales opportunities are captured and actively managed
- Work with other parts of the organisation to continually improve your product knowledge and sales skills, namely Customer Success, Customer Support and Marketing
- Work with the Commercial Management team and Finance teams to ensure that appropriate bid and contract review procedures have been applied to relevant opportunities
- Work with Project Managers to ensure that Client relationships and customer satisfaction is maintained throughout and following any implementation project
- Develop and implement a regular reporting regime of sales activities and sales team progress
- Ensure that all sales activities are conducted in an ethical honest manner in line with company policies and within an economical framework.

Quality / Health & Safety Accountability

All staff are authorised to take suitable action to prevent, avoid and where possible eliminate quality and health and safety issues within their job area.

Reporting Relationships

- This position reports directly to the EVP Sales
This position is within US Sales function in the assigned account base and territory

People Specification

The ideal person fulfilling this role will have the following skills and characteristics.

- Multitasker and personable - an energetic and enthusiastic sales professional, brimming with original and pragmatic ideas, and capable of developing and executing sales plans that deliver business outcomes
- High levels of energy and professionalism
- The ability to innovate and build trust among a wide variety of people across our business and industry
- The flexibility and resilience to cope with a varied workload, multiple tasks and changing priorities.
- A proactive self-starter who can, with relatively little supervision, turn complex information into pathways forward
- A great communicator (written and verbal English) and able to influence people (individuals and groups) without direct accountability.
- Ability to build and maintain relationships within organisations and demonstrate a passion for customers
- Experienced in Microsoft Office and Salesforce or other CRM's
- Good organisational skills and ability to plan but also task switch frequently
- Strong commercial acumen and motivated by closing good quality business deals
- Very outcomes focused while maintaining an overview of the detail
- Works very collaboratively with others (both individuals and teams)
- Have experience in working in highly Agile environments and the application of Agile.
- Strong attention to detail

Qualifications

- A business, science, engineering, computer sciences degree is preferred but not mandatory for the right candidate. Relevant sector experience will be valued alongside of any academic qualifications

Experience

At least 2 years of account management / selling experience preferred, technology industry experience is advantageous but passion for technology is a given.

Why Work with Us

This is a great time to join an agile and fast growing technology company that's taking on the world. Coretex is the kind of company that gives you the opportunity to make a difference.

The Coretex team is driven, professional and focused. We're big on teamwork and open doors. We are passionate about providing our customers with the best technology and experience, and we like to have fun while we're doing so.

The development and growth opportunities are as unlimited as our business growth – locally and internationally.

Location

The position will be based in Fort Lee, NJ.