

JOB TITLE:	Business Development Executive
OFFICE LOCATION:	Miami, FL
DEPARTMENT:	Business Development
SALARY:	Dependent on experience

Connex One is a successful international software house, designing innovative Cloud SaaS Contact Centre Solutions which focus on Insights, Data Analytics and Multi-Channel Communications. Current office locations are UK, USA, South Africa, Nigeria and Kenya.

Established in 2013 Connex One is now present in 5 continents with a team of over 300 based in our Miami, Manchester, Nigeria, Kenya, Durban and Melbourne offices.

The team comprises of; Full Stack Developers, Front End / Back End Developers, Database Engineers, Support Staff, Technical Services Engineers, Sales, Operations, Marketing, Accounts, Admin, HR & Compliance.

The businesses' success is based on impeccable client service, passionate people and leading-edge technology.

What we do

Customer engagement: Whether they prefer to communicate on social media, by text or over the phone, our system will adapt to and sync with our client's existing systems. It is Omnichannel Customer Engagement made simple.

Role Objectives

The Business Development Executive role is an opportunity to join a fun, fast paced and dynamic team that sells our product Globally. We're looking for people who are motivated to succeed, want to continue to grow our team, have a passion for working in a sales environment and can do all that with a smile on their face!

Main Responsibilities:

- Place outbound phone calls to set appointments to initiate the sales process.
- Work to achieve daily, weekly and monthly goals through execution of lead generation activities.
- Continuous prospecting through LinkedIn, Networking Events and other sources.



- Make set targeted calls daily into target accounts.
- Acquire new Business Customers focusing on businesses with between 10-100 Employees.
- Delivery of all personal KPIs and targets, specifically focussed on new connections, contract value and profit, identifying and winning new revenue streams across omnichannel integration of CXM (Customer Experience Management) & WFO (Workforce Optimisation Tool) CRM systems. This includes solutions incorporating Phone, SMS, Email, Web, Social and Live Chat, with Gamification and AI Analytic Functions.
- Having a full understanding of Connex One products and services creating tailored value propositions for your prospects.
- Acting as an ambassador for the business and exhibiting Connex One core values.
- Stakeholder & relationship management - engaging across all levels within prospective customers' businesses.
- Develop, manage, and maintain a strong opportunity pipeline to ensure key sales KPIs are met or exceeded.

Qualifications & Experience

Competencies & Qualifications:

- Previous new business sales experience for a Telecoms or ICT organization
- Consultative selling in a B2B environment
- Ability to drive and define timescales and client decision-making processes
- Excellent communication skills
- Self-motivated, enthusiastic and professional

Knowledge:

- Experience in technology led, volume, 24/7 business is essential
- Knowledge and experience of a SaaS environment is advantageous but not essential
- Exposure to international business is desirable
- Ability to coach, lead, inspire, support, and motivate colleagues
- Knowledge and awareness of technology specific Retail and Commercial Banking industry trends, challenges, solutions and best practices
- Customer focus

- Excellent communication skills
- Initiative
- Interpersonal skills
- Influencing sales teams
- Building structured sales activity
- High energy and motivating
- Self-Management
- Working knowledge of Google systems
- Telephone sales skills

Desired Attributes

- Wishes to develop their role and responsibilities as the business grows
- Self-motivation - Our staff are office based and will have to plan and prioritize their time to be efficient.
- Resilience - We have a premium product that requires us to constantly seek to understand our prospects' businesses and demonstrate how we can increase their profits
- Resourcefulness - Change and working at pace are things we pride ourselves on. A BDE must be able to adapt and deliver quickly whilst consistently looking to improve.
- Positivity - The BDEs are the face of our brand. It's meaningful to us that you're a positive ambassador, that always models our values.
- Ambition - We're an ambitious business with bold plans and our people are at the center of them. We encourage all our people to have live development plans and want them to invest in their growth

Remuneration and Benefits

- 15 days to start (plus US public holidays)
- Positive working environment in contemporary offices centrally located in Miami
- Family friendly policies
- Can do culture and rapid growth
- Promotion of professional development

To apply for this role, submit your resume and any relevant personal information to joy.batallan@connexone.io

You may be required to work in an area of the company where work exists for which you possess the necessary skills and/ or be prepared to undergo training/train others as required by the company.

As a reputable employer regulated by the Off Com, ICO & Financial Conduct Authority, all offers of employment for this role are subject to a series of background checks, including criminal and previous employment.

This job description should be taken as a general guide and the company reserves the right to update and amend it in keeping with operational requirements, which may change from time to time.

