



1. JOB DESCRIPTION

POSITION TITLE: Inside Sales Representative

LOCATION: Auckland, New Zealand

REPORTS TO: Channel Sales Manager

DATE: 1/08/2017

SCOPE OF THE ROLE

The Inside Sales Representative is a critical position in EROAD's New Zealand business. This phone based role has the primary focus of prospecting, nurturing and growing new business as well as growing business within EROADs existing customer base (additional units), converting leads from channels into profitable leads and selling to owner drivers. In addition you will assist to close deals (by phone) in regions where EROAD may not have sales representatives or should the sales team be overloaded with leads this position as part of the team will take up the slack.

The scope of the role includes:

- Prospecting new business and new sales via the phone, through a combination of cold calling, and converting warm leads
- Growing additional units in existing fleets
- Sales via the phone to owner drivers
- Sales to new customers, and converting to higher plans and leads from our channel partners
- Support the nurturing of leads from EROAD's marketing activities
- Appointment setting for external sales people
- Meet and exceed targets
- Ensuring all activity is recorded in our CRM system

The role provides an opportunity to work as an integral part of the sales team dedicated to customer success. EROAD is the leader in the telematics space and experiencing high annual growth in new sales, so now is the time to join our high performing team. You will not only gain full exposure to the EROAD business enjoying EROAD's culture, but also become a source of expertise for our customers around driving significant change in their business from the use of telematics.

RESPONSIBILITIES

The role will consist of but not limited to:

- Being a team contributor
- Completing end to end sales to new and existing customers, phone based sales
- Preparing sales proposals or providing written overview of products to customers
- Upsell of additional products to customers
- Upsell of customers plans to increase revenue, your portfolio and price per unit
- Generation of paperwork for sign up
- Accurate generation of paperwork and / or processes for the processing into other departments
- Accountable for achievement of individual sales targets
- Key contributor to team sales targets



	<ul style="list-style-type: none">• Use of the EROAD CRM system to record all customer activities <p>Other tasks will include:</p> <ul style="list-style-type: none">• Working with the EROAD operations and finance teams to ensure all elements of the sales process are accurate and executed• Working with channel partners• Working with internal stakeholders, including product management teams to ensure you have the knowledge required to sell EROAD's range of product and services• Learning of new products as they come to market• Understanding and working with third party supplier's products• Augment the retention team at times as required
COMPETENCIES	<ul style="list-style-type: none">• Proven phone based sales experience• Strong influencing competencies both internal and external• History of success in sales and a competitive nature• Proven ability in solution selling• Be target and task orientated• Able to adapt to a fast-moving product development roadmap• Ability to assimilate information rapidly• Ability to be calm under pressure – have a methodical and thorough approach• Able to multi-task, and manage fluctuating workloads• Strong relationship, negotiation skills• Able to work in a fast-paced team-oriented environment• Able to develop proposals and presentations for all levels of stakeholders
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Ability to self-manage under many working conditions• Strong problem solving skills• Have excellent emotional intelligence• Competitive• Good communicator• Proactive – enjoy providing assistance to both customers and the sales team• Effective stakeholder manager at all levels of an organisation• Enjoy working with cutting edge technologies• You will need to have a good sense of humour and able to positively contribute towards a supportive and positive environment
REQUIRED EXPERIENCE	<ul style="list-style-type: none">• Minimum 3 years' experience in a sales environment with a history of exceeding sales targets• Working within set processes• Experience within the telematics industry an asset• Experience within the heavy and commercial vehicle sector an asset• Experience in an IT solution industry an asset• An excellent reputation as a reliable and customer focused sales professional



This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.