

Job Description

Position:	Senior Inbound and Outbound Sales Representative
Reports To:	Senior Director of Operations
Employment:	Full-Time
Location:	Phoenix, Arizona

Who is ReceptionHQ

ReceptionHQ is a global success story. You may have already spoken to one of our receptionists without realising it. Our highly skilled reception team professionally answer calls on behalf of thousands of businesses, providing that all-important human contact for callers. No matter what time of day or how busy our clients become, they have peace of mind knowing every call will be answered by a friendly receptionist representing their business – no more answering machines or unreliable voicemails. Our telephone answering services range from simple message-taking and transfers, through to complex call scripts and appointment scheduling. We take immense pride knowing our services are enabling thousands of businesses to connect with their customers, every single day.

What We Offer

ReceptionHQ offers:

- flexible working with hybrid work from home
- great team environment
- competitive salary with commission
- work-life balance
- wellness and reward benefits programs
- Medical, Dental and Vision Plans Available
- 401(k) with generous company matching
- opportunity to work in global markets
- comfort knowing you work for an ethical, environmentally-conscious and charitable company

Being part of the ReceptionHQ journey promises to be an exciting and engaging experience with lots of autonomy and the opportunity to develop new skills.

Role Purpose:

Using a mix of inbound and outbound sales strategies, you are responsible for achieving strong and consistent client growth. You will achieve monthly acquisition and retention targets, by nurturing new ReceptionHQ prospects, creating leads through outbound activities, proposing appropriate call answering solutions, setting up free trials (as required), monitoring trial progress and ultimately converting prospects and triallists onto paid services.

Additionally, you will use your exceptional relationship building skills to drive and facilitate sales via our affiliate and reseller partners, as well as assist our BDM team with high-volume and corporate enquiries.

Key Responsibilities and Tasks:

- **Contribute to and implement the ReceptionHQ growth plan**
 - Contribute to the development of sales plans for each industry and target market
 - Monitor progress towards business sales targets and use interventions when KPIs are at risk
 - Share insights on customer needs, problems, interests and competitor activities
 - Provide input into market potential for new products and services

- **Convert inbound sales leads from multiple channels**
 - Recognise prospects' stage within the buying journey, and tailor pitch accordingly
 - Use your strong product and industry knowledge to demonstrate potential service value
 - Build relationships with prospective clients then harness opportunities to close sales
 - Encourage positive reviews and reward business referrals
- **Nurture a pipeline of prospective and trial customers**
 - Assess confidence level for new prospects and schedule prioritised follow-ups
 - Assist new and trial customers with information on products, pricing, availability and use
 - Facilitate a positive trial experience and encourage high levels of trial usage
 - Successfully guide prospects towards a paid service upgrade
- **Reinvigorate our outbound sales program to increase growth opportunities**
 - Harvest social channels, directories and networks to identify new client opportunities
 - Use your outbound sales skills (social/phone/email) to proactively contact prospects
 - Contribute to message tuning for outbound contact programs
 - Leverage seasonal opportunities and invite previous customers to return
- **Support our Business Development team with high volume signups**
 - Be the first point of contact (call/email) for prospects who respond to BDM campaigns
 - Propose full-service competitive solutions, including custom implementations
 - Provide demonstrations and share solution knowledge in executive meetings, as required
 - Assist to prepare corporate proposals, including scope and pricing
- **Grow and inspire affiliates and resellers, to drive growth via third parties**
 - Educate prospective affiliates and resellers on the benefits of our partner program
 - Create partnership accounts and manage onboarding activities
 - Work with high-opportunity partners to assist with growth strategies

Knowledge & Experience Requirements:

- 3+ years' experience in an inbound and outbound sales representative role, preferably B2B
- Experience building and managing a strong sales pipeline
- Strong computer skills
- Strong organisation skills
- Outstanding communication skills both verbal & written

Personal attributes

- Analytical mindset and an ability to learn new tools quickly
- Strong attention to detail and a proven ability to get things right first time
- Ability to work both autonomously and as part of a team
- Positive, client-focused attitude
- Ability to thrive in a fast-paced environment

Employment Term:

This is a full-time role of 40hrs per week. Flexible working to suit business needs is required.

Note: This position description represents the role and responsibilities at the time of appointment, however due to the dynamic nature of our business, the key tasks and responsibilities are likely to

evolve over time. The flexibility to adapt to any changes should be considered a key requirement of working at ReceptionHQ.