



Commercial Business Development Manager

- ✚ **Cloud Vendor Undergoing Explosive Growth**
- ✚ **Knowledge Management/Contact Centre Domain**
- ✚ **c\$130K Base/Mid \$200K's OTE+ Accelerators**

By any definition a certified Australian success story, this business/IT solutions provider has hit a gold mine in the knowledge management space, growing exponentially in recent years as the market gravitates towards smart, easily deployed and customer contact centric cloud solutions which eradicate the need for expensive and cumbersome integration. This solution suite equips frontline staff to access the right information at the right time to resolve any customer's query first time – every time, so the ROI is massive and being embraced by key decision makers around Australia as evidenced by our client's impressive portfolio of blue chip case studies. The Board has approved the newly created position of Commercial Business Development Manager to join the executive team and we take much pleasure in offering this excellent opportunity to market.

You will enjoy full creative licence and responsibility for formulating and executing on an achievable sales plan which will be targeting (but not be limited to) the Australian contact centre industry which has proven to be an enthusiastic adopter of this solution suite. You will have total accountability for your nominated prospect/customer list and associated lead generation in developing and converting a pipeline of real sales prospects, managing the sales process through to **signed purchase order**. This is more a business discussion than an IT sale given the turn-key deployment pedigree of this organisation and the eloquence of the solution which collects tacit knowledge of workers, centralises content management across the enterprise, reduces time to competence for new recruits and delivers consistency and higher quality in customer experience.

We seek expressions of interest from talented individuals who profile as follows:

- ✚ A proven and stable track record of high achievement in strategic account selling of enterprise application solutions to medium-large corporates, over a sustained period of time.
- ✚ Experience with and knowledge of contact centre industry trends, issues and challenges, from strategic imperatives to coal face operational performance metrics and CAPEX/OPEX pressure points; and
- ✚ Self motivated, driven for success, high attention to detail, persuasive, engaging and able to garner confidence and credibility amongst a broad cross section of decision-makers, from Ops Mgr to CEO.

To apply in strict confidence, please click the button below, attaching a brief resume and covering letter quoting **Ref. No. GLT/46097** or call **Greg Tanna** on 61 2 9947 9712 for further information.