

Job Title: Virtual Sales Account Manager (VSAM)

Job Family: Contact Center Operations

Report to: Line Manager

Location: Prague, Cisco's facilities

OnLine is an International Group based in Italy, managing outsourced IT and sales services, bringing together world-class resources and expertise to help create valuable relationships between our clients, their customers and their employees. We're currently looking for our client Cisco Systems dynamic and motivated people with a consistent background and/or experience in sales. As one of the fastest growing technology companies in history, Cisco Systems has grown into a global market leader that holds No.1 market share in virtually every market segment in which it participates.

For the expansion of our team we are looking for Virtual Sales Account Managers (VSAM) to cover different geographical markets. This position is based in Prague (Czech Republic) and this is an excellent opportunity for individuals seeking an international sales career.

Dimension & Scope:

- As an ISAM, this position is responsible for working closely with the in-country Sales Team. This role is ideal for candidates who enjoy a sales position; are achievement-oriented and believe in performance rewards for exceeding annual sales goals. The ideal VSAM is success-driven, works well in a multinational team environment and enjoys a dynamic and changing environment

Principal Duties and Responsibilities:

- Manage an assigned territory via telephone to source potential customers and identify networking and communication requirements
- Observe the main internal Key Performance Indicators, as follows :
 - record customer interaction in the specific CRM tool
 - contacting every customer on a quarterly basis
 - funnel generation and conversion rate (new opportunities created and sum of closed opportunities)
 - Forecast accuracy (95-110%)
- Follow multiple sales opportunities and actively manage the pipeline
- Manage the sales cycle from opportunity to closure
- Responsible for achieving quarterly and annual goals

Candidate Profile:

- Two to four years experience, in a contact center or Sales environment, preferably in the IT sector
- University degree or equal education ideally in Business Administration or IT
- Strong communication skills (verbal & written) including excellent telephone skills
- Work toward goal achievement using negotiation, teamwork/collaboration and motivation
- Ability to demonstrate innovation and good judgment/problem solving skills when making decisions
- Ability to establish a course of action for self to accomplish goals while using appropriate resources
- Work well under pressure, professional demeanor, Self-driven
- Fluency in English and native language of the target market is a must
- Must have proficiency with various software applications including Microsoft Office
- Basic knowledge of network is beneficial, Knowledge of web is a requirement