

Customer Care Sales Specialist

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi has an immediate opening for a Customer Care Sales Specialist. This position is a new part of an exciting and strategic Customer Care Cloud and Integrations initiative at EDCi. This role includes the opportunity to learn sales skills, techniques and processes and will serve as a potential stepping stone for advancement within the organization. The Customer Care Sales Specialist will be responsible for assisting in prospecting, qualifying and generating opportunities with the goal of ensuring a smooth customer experience. This person will be responsible for providing a high level of customer responsiveness to assist in making the customers' lives easier by extending our family culture / expectations to them. If you pride yourself on providing great customer experiences, are highly organized and have a passion for sales and technology we want to talk to you!

When you join the EDCi team, you'll receive many perks, including:

- Funded Training and Certifications
- Casual Attire
- Bring Your Own PC Policy (BYOD)
- Work-Life Balance
- Cell Phone Reimbursement
- And many more!

Responsibilities

- Manage follow ups, meetings, general administrative tasks with existing customers and leads, assist account managers where needed
- Assist with contract write ups and budgetary quotes
- Manage leads with vendors and in our ConnectWise CRM
- Assist with building marketing materials, setting up webinars, and virtual events
- Lead Generation activities including social media, calling, and emailing potential clients
- Order management (creating sales orders, processing, and ramping up new customers)
- Perform other duties as assigned

Essential Skills & Qualifications

- Customer service skills
- Experience in a sales related role
- Attention to detail
- Confidence and ability to provide a presence over the phone or virtual meeting
- Self-motivated, competitive, passionate in reaching and exceeding team goals
- Exceptional written communication and grammar
- College degree or equivalent experience preferred