

Enterprise Account Manager – Customer Care

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

EDCi is seeking an Enterprise Account Manager with experience in managing, integrating, selling, and deploying best-in-class contact center solutions. As an Enterprise Account Manager, you will be responsible for relationship-building and providing world class service to our customers and prospects. This is a quota-carrying role responsible for the sale of software, hardware and services.

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

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

Responsibilities

- Provide sales strategy on a per account, per opportunity basis to the EDCi team, falling in line with EDCi initiatives and overall direction of ensuring our customers have an experience second to none
 - Coordinate quote generation with Presales Engineering and maintain an understanding of pricing and proposal models
 - Create and conduct effective proposal presentations and RFP responses that identify prospects business problems, the effects of the problems, and the solutions to their problems
- Analyze customer needs, business issues and interests, and use this information to generate a strategy that will achieve business objectives
- Develop a customer success plan for area of responsibility that is consistent with short-range and long-range company objectives
- Own the resolution process for all customer satisfaction related issues
- Establish and deliver business outcome solutions while yielding profitability and growth
- Build relationships and treat customers / prospects as an extension of the EDCi family
- Develop a lead generation plan to continue to grow the EDCi portfolio
 - Develop new enterprise level customer prospects
- Develop and maintain a technical competency and understanding of the EDCi solutions portfolio
- Keep well-informed on industry changes, participate where possible in organizations directly involved with our prime markets, and continually work to improve sales techniques and sales knowledge
- Provide insight to sales support, marketing, purchasing/inventory to help reach company objectives
 - Participate in marketing events such as seminars, webinars, and telemarketing events.

- Work to maintain a positive and profitable relationship with vendors.
- Maintain updated data in our systems, including forecasting, CRM, and other reporting tools
- Adhere to EDCi's core values of Never Stop Caring, Rise to the Occasion, Embrace Challenges, and Always be Honest and Respectful

Essential Skills & Qualifications

- Bachelor's degree or equivalent work experience required
- 3+ years of direct selling experience required
- Strong knowledge in contact centers required
- Knowledge of selling professional services and managed services is a plus
- Knowledge of software as a service, cloud, premise and hybrid solutions is a plus
- Previous experience working in the technology industry is a plus
- Previous experience with Genesys is a plus
- Ability to call on and work directly with C level executives in mid to large size businesses
- Strong presentation, verbal and communication skills
- Demonstrated sales ability and technical aptitude
- Knowledge and track record of territory development, including new business accounts
- Ability to manage multiple tasks, manage deadlines and have excellent follow-up skills
- Proficiency with Microsoft Word, Excel, Outlook
- Proven ability to achieve sales quotas and goals