



POSITION DESCRIPTION

Job Title: Service Solution Specialist

Date: February 17, 2021

Department: Sales

Classification: Exempt

Position Reports To: VP Sales

**** EMPLOYEE AGREES TO PROTECT COMPANY'S CONFIDENTIAL INFORMATION, WHICH INCLUDES, BUT NOT LIMITED TO, VENDOR AND CUSTOMER: NAMES AND LOCATIONS, SERVICE CONTRACTS, PARTS, PRODUCTS, SERVICE PRICING, AND COSTS. ****

Position Summary

Will assume responsibility for hardware maintenance renewals in the reseller (VAR) community. The goal for the Inside Renewal Sales Representative position is to maintain and grow service renewals within our current customer base. The Inside Renewal Sale Representative will spend a majority of their time in telephone support and preparation of the monthly renewal process. This individual will work closely with inside (ISS-HW) and outside (DSM) sales counterparts regarding new equipment and service opportunities.

Essential Duties and Responsibilities

- Call on existing service customers to establish relationships at both the requirements and purchasing levels to facilitate a smooth renewal process.
- Maintain and grow service revenue in the assigned geographic territory for the target group of customers.
- Investigate additional scanner hardware service opportunities that exist outside of the assigned contract list to maximize each potential opportunity. Each existing renewal should be viewed as an opportunity to grow our existing contract base.
- Identify renewal opportunities that are targets for conversion to a managed service program and facilitate discussions with the appropriate outside sales team.
- Ensure strong customer relationships are established and maintained.
- Establish a timely and well managed renewal process.
Maintain call log information in CRM system including opportunities by month.
- Success for hardware renewals will be measured by performance results against established quota and set goals. Ability to generate new sales opportunities through identifying new equipment and through generating V-Care opportunities.

Educational Requirements

- High School Diploma or equivalent

Experience Requirements (including knowledge, skills and abilities)

- Minimum of 2 years of sales experience, preferably inside sales, is desirable.
- Experience making outbound sales calls is preferred.
- Strong organizational skills and the ability to successfully multi-task as needed.
- Experience with Data Management and/or Document Imaging technologies highly desirable.

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- Excellent interpersonal and communication skills, particularly on the telephone are required.
- Ability to clearly articulate opportunities to inside/outside sales staff and at the vendor level.
- Proficient computer skills to collect and use data in a CRM software program.
- Ability to work independently as well as in a team environment.
- Must have strong math skills and efficient working with numbers.
- This position will have the basic requirement of decision making as they will be handling transactional needs each day without the immediate supervision of their manager. Sound decision making and good judgment will be required.

Working Conditions and Physical Requirements

- Office environment working in cubicle workstation.
- Ability to sit for long periods of time working on computer and talking on telephone.
- Work extended hours as needed due to business necessity.

Travel

- N/A

Approved by _____ Date _____
Management

Approved by _____ Date _____
President

Cranel is an Equal Opportunity Employer. Applicants are selected without regard to race, ethnicity, creed, color, religion, sex (including sexual orientation, gender identity, or pregnancy), age, national origin or ancestry, disability, genetic information, veteran or military status, or other protected status under federal, state or local law. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is a summary and may not list all of the duties for this position. Nothing in this job description should be construed as an express or implied contract of employment. Unless otherwise indicated by a written agreement signed by the President, all positions are at-will, which means either party is free to terminate the employment relationship at any time, without any advanced notice, for any reason or no reason.

By signing below, I have read and understand the requirements, functions, and duties of the position.

Employee Signature Date _____