

## PromptVoice - Job Description Form



### Job Description

Job Title:	Channel Account Executive - PromptVoice
Location:	Mostly home-based, but with occasional visits to the office at Laverstoke Grange, Whitechurch, Hampshire, RG28 7PF
Reports to:	Channel Manager
Hours of work:	Monday – Friday 9am – 5.30pm [Part-time or flexi-time may be considered]. IMPORTANT: Some resellers may be based abroad, and so occasional online meetings and phone calls may be needed outside normal working hours.
Salary Range:	Base salary of £30,000 per annum, with OTE of £40,000 per annum. Generous package of benefits including Employee Assistance Programme and Private Medical Insurance after qualifying period.
Application Details	If you would like to join our team and be part of an exciting opportunity, please apply in the first instance by email to <a href="mailto:estelle.simmons@premierba.co.uk">estelle.simmons@premierba.co.uk</a> , including an up-to-date copy of your CV.
About PromptVoice	PromptVoice is trading style of Premier Business Audio Ltd. PromptVoice sells a streaming music and messaging on hold service through the telecoms reseller channel (i.e. what callers to companies or contact centres hear when they are being queued or when placed on hold. Premier's 'Hosted on Hold' service is globally innovative in that it enables different music and messaging to be played to each caller at the same time, turning on-hold and in-queue marketing into a powerful new tool that contact centre managers and marketing managers can use to meet their business goals. A global leader in its field, Premier employs approx. 50 staff, and provides services to thousands of companies worldwide, including BT, Elite Telecom, InterCall, RingCentral and Vodafone.
About the role	After signing partnership agreements with some key telephony platforms, PromptVoice is expanding its channel management team to make the most of the emerging market opportunity. The role is a classic channel sales and account management role that would suit a self-motivated and tech-savvy professional, especially one with a background in telephony or marketing software. Note that PromptVoice is creating a new market, so this is a concept sale rather than widget sale.

## **Key Responsibilities**

### **Channel Sales**

- Research and network within the telecoms reseller community to identify prospects and make outbound prospecting calls to potential resellers.
- Book and run sales appointments and online presentations to sign up new channel partners
- Respond to inbound enquiries, and join the Live chat rota
- Achieve monthly sales targets (revenue, pipeline and activity based)
- Identify partner opportunities through networking, online media forums and ongoing development of role

### **Channel Management**

- Manage the relationship with PromptVoice Resellers and direct customers to develop revenue streams.
- Train and encourage partner staff to promote the PromptVoice proposition to their customers.
- Liaise with internal operational staff to ensure the professional delivery of all services
- Oversee and manage process for all Partner claims for Voice Guarantee and Dealer commission claims

### **Other**

- Maintain accurate records of all activity on the company's Hubspot and Filemaker CRM systems
- Give feedback on the PromptVoice proposition to assist with proposition development (functionality, positioning, pricing etc).
- Work closely with our marketing department to refine marketing activities including Hubspot Inbound Marketing initiatives
- Support our sales function and ongoing daily account administrative duties; to include contact for payment queries, internal studio queries, 1<sup>st</sup> point for partner/customer enquiries, set up demo accounts, portal access support
- Assist with testing new versions of the software
- Maintain accurate monthly reporting of Tier 3 partner activities
- Anything else reasonably requested of you.

<b>Personal Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>	Educated to A-Level or equivalent	Educated to degree standard or equivalent. Business level fluency in one or more languages. Telephony or marketing qualification
<b>Experience</b>	Proven channel sales experience, including encouraging channel partners to deliver end customer revenues.  Selling software solutions and use of the extensive jargon that comes with it!	Knowledge and experience of channel development in one or more of the following sectors: <ul style="list-style-type: none"> <li>• UCaaS or other B2B telephony</li> <li>• SaaS in marketing, branding or customer experience</li> </ul>
<b>Qualities and Attitude</b>	<ul style="list-style-type: none"> <li>• Strong Relationship builder with both technical and non-technical staff alike.</li> <li>• Ability to develop and broaden the client contact base in an organisation, connecting with senior people</li> <li>• Excellent listening and presentation skills</li> <li>• Good commercial awareness and negotiation skills</li> <li>• Self-starter and self-motivated to succeed</li> <li>• Excellent planning and organisational skills</li> <li>• Great thinker and someone who is not afraid to challenge customers' traditional views</li> <li>• Motivated to continuously improve internal processes</li> <li>• Excellent attention to detail</li> </ul>	
<b>Product Knowledge</b>	Microsoft Office suite	Knowledge of telephony operations and/or technologies Hubspot or similar inbound marketing solutions Microsoft Teams, or other Online meeting software (Cisco WebEx)

**Prepared by:**

<b>Name:</b>	Estelle Simmons	<b>Date:</b>	February 2021
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