



Vice President BPO Sales – San Francisco

Telco/Media/Hospitality/Automotive/ Retail/Financial Vertical

Only Candidates with Teleservices/Call Center Outsourcing experience will be accepted for review

125-175K Base + 5% 1st year and 2.5 % 2nd year Commissions

Reports To: SVP of Global Sales

Position Summary:

The VP is responsible for delivering new sales revenue from Customer Care/Call Center BPO Services offered to clients and prospects in North America. The main focus of this position is to bring in new business and new clients. Target prospects include Fortune 1500 firms, with emphasis on developing certain vertical market sectors as determined by Management and Outsourcing both BPO (Inbound Programs) and Blended Solutions.

General Duties and Responsibilities:

- Achieves and exceeds revenue quota targets by winning new contracts and orders through prospecting and developing new customer relationships.
- Expands upon the goodwill and name recognition of the Company brand in the marketplace.
- Identifies and qualifies legitimate sales opportunities, providing a consultative and value-added approach to develop relationships.
- Negotiates contractual terms and conditions, and works with the solutions/operations/implementation teams to ensure smooth handoffs.
- Builds a sales pipeline of qualified sales opportunities.
- Maintains an ongoing relationship with prospective clients continuously assessing and communicating how can (Company) meet their needs.
- Develops and executes sales presentations to potential clients.
- Develops and implements sales plans and activities. Learns about (Company) technologies, keeping up to date with the new Service Portfolio and market trends.

- Completes and submits sales pipeline prospecting and sales tracking reports in a timely fashion.
- Travels to (Company) and client sites as required.
- Adheres to all ethical and professional standards.
- Other duties as assigned.

Requirements:

4-year degree or equivalent education and experience

4+ years plus of direct sales experience in Call Center, Technical Support and Help Desk Services, with recent exposure within a recognized call center and/or Business Process Outsourcing Services Company and/or similar experience from another source (e.g., Telecommunications, Health care Services, Financial Services, Energy, Transportation or Travel Services.)

The VP must possess certain other skills and attributes to be successful in this role:

Well Rounded: A well-rounded person is one who has experiences and interests beyond the scope of their position. A well-rounded VP is one that has taken the time to get to know persons in different occupations, their challenges and their responsibilities. A well-rounded VP is one who spends time reading about other industries, about competitors and about best management practices.

Big Picture Thinker: A big picture thinker is a person who thinks about both near-term and long-term consequences of his/her actions and the actions of the people he/she manages. A big picture thinker works to resolve (and prevent) potentially conflicting needs of the company and the client as well as the different groups within the company. A big picture thinker looks at ways to grow the business by offering new, expanded and innovative solutions to a client. A big picture thinker always asks, "If this were my business, how would I do things differently?" A big picture thinker asks, "If this were my business, would my decision be different?"

Business Acumen: Business acumen is a term used to describe one's overall understanding of how businesses run. This includes how companies make a profit, retain their customers, compete with other companies, manage their resources, account for their revenues and expenses, control costs, retain good employees, create new markets, and so on. Most of all, business acumen is a term used to describe one's ability to make all these functions work in harmony for the growth and prosperity of the company.

Interpersonal Skills: A VP is charged with bringing in new sales revenue. To achieve this goal, the VP must develop relationships with prospects in the business community. The VP must be able to represent himself/herself and the company in an informed, articulate manner.

Computer Skills: A VP should be proficient with Microsoft Word, Excel and Power Point. Proficiency in Word means being able to create tables, use the spelling checker, grammar checker and thesaurus, create headers and footers and insert illustrations.

Writing and Presentation Skills: The VP must excel at communicating information both orally and in writing. The VP makes initial contact with prospective clients and is the client's the first impression of our company. As such, it is imperative that the VP represent the company with a high standard of professionalism in all aspects of communication.

This is a Virtual Office - Any City in North America. Must be located near Major Metropolitan area.

450K+ 1st year on Target - No Cap on Earnings!

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