

SENIOR CHANNEL / ALLIANCE DIRECTOR

The Role:

This senior sales and business development position would be part of a team that is responsible for driving Contact Center and Unified Communications performance monitoring and management business in the US and Global Markets through the activation and growth of emerging Strategic Alliances, Channel Partners and the management of certain Global accounts. The successful candidate must have a proven track record of developing localized go-to-market strategies, delivering on or exceeding bookings & revenue goals, with SaaS sales (channel and enterprise) experience being ideal. The candidate must be highly motivated, results, driven, extremely organized, team-oriented, creative and possess outstanding communication and negotiating skills.

EDUCATION, EXPERIENCE & SKILLS Requirements

- Bachelor's Degree. Exceptional candidates without a degree will be considered.
- MBA helpful, but not required
- Self-starter with experience and desire to acquire new business.
- Adept at prospecting, funnel management and closing business.
- 10+ years of direct and/or "channel-cooperative" sales experience with high levels of achievement.
- 3+ years cultivating, developing, activating and monetizing strategic alliances and channel partnerships in the above markets with demonstrable, measurable results
- Background in working for start-up companies extremely helpful
- Experience closing large software applications deployments to the Customer Support, Contact Center and/or Unified Communications and Applications market alongside technical personnel.
- Demonstrable sales and/or alliance activation success within the Customer Experience ("CX") vertical, including some the following:
 - Contact Center applications including CRM, Trouble Ticketing, Big Data, Analytics.
 - Multi-Channel/Omni-Channel customer support platforms, including voice, chat, text, video.
 - Support platform or assisting applications for field organizations
 - Infrastructure: Cloud SaaS, Hosting, Computer Vision AI, Call recording and Analytics
 - Extensive experience in the recruitment, training, management, motivation of skilled Account Executives.
- Previous selling experience should include a focus on the full range of prospecting, selling, and closing.
- Must have the ability to cultivate productive executive-level relationships in alliance partners and global accounts including prospecting, selling, and closing at multiple levels.
- Strong quantitative skills, required for accurate sales pipeline/ sales funnel management, as well as financial reporting to management and internal departments.
- Preferable background in Genesys, Cisco, Microsoft (Skype/Teams), Zoom, Contact Center, CX and Collaboration Account management / Alliance management/ Sales roles.

- Strong experience in sales management and sales training, preferably one or more of the following: Miller-Heiman, Solutions Selling, Target Account Selling (TAS) or similar structured sales methodology.
- Experience of managing C-level relationships across multiple account types
- High intelligence, capacity, and the courage to be highly diplomatic on all fronts while calibrating his/her strategies to meet the dynamics of the existing political and economic environment.
- Capacity to consider process and filter large volumes of complex information quickly and identify appropriate actions as necessary.
- Successful history of initiating and closing key tier-one customers, partnerships, and effectively leveraging a personal network and third-party relationships.
- A proven track record delivering on or exceeding revenue goals.
- Hands-on approach with tactical as well as strategic sales activities.
- Strong technical knowledge in CX, contact center and UC technologies.
- Proven ability to operate effectively in a fast-paced, entrepreneurial environment in which cross-functional teamwork and initiative is a must.
- Excellent written, oral and interpersonal communication skills

If you share our passion for bringing to market innovative award-winning contact center, unified communications and collaboration solutions and you are looking to make a true impact in a rapidly evolving industry--within an extraordinary team culture environment--join our global network of talented, inspired and client-centered team players. We offer highly competitive compensation, day-one full health benefits (including dental and vision) and a rich 401K plan + profit sharing. If you share our vision and desire to be part of our continued industry success, please apply.

Nectar Services Corp. is an equal opportunity employer and makes employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability status, or any other status protected by law.

Submit Cover Letter and Resume to: RLynch@nectarcorp.com; candidates only please

SENIOR ENTERPRISE SALES REPRESENTATIVE

The Role:

This senior sales position would be part of a team that is responsible for driving Contact Center and Unified Communications performance monitoring business in the US and Global Markets. The successful candidate must have a proven track record of developing localized go-to-market strategies, delivering on or exceeding bookings & revenue goals, with SaaS sales experience being ideal. The candidate must be highly motivated, results driven, extremely organized, team-oriented, creative and possess outstanding communication and negotiating skills.

EDUCATION, EXPERIENCE & SKILLS Requirements

- Bachelor's Degree. Exceptional candidates without a degree will be considered.
- MBA helpful, but not required
- Self-starter with experience and desire to acquire new business.
- Adept at prospecting, funnel management and closing business.
- 7+ years of direct and/or "channel-cooperative" sales experience with high levels of achievement.
- Background in working for start-up companies extremely helpful
- Experience closing large software applications deployments to the Customer Support Contact Center and/or Unified Communications and Applications market alongside technical personnel.
- Consistent sales success within the Customer Experience ("CX") vertical, including some the following:
 - Contact Center applications, including CRM, Trouble Ticketing, Big Data, Analytics.
 - Multi-Channel/Omni-Channel customer support platforms, including voice, chat, text, video.
 - Support platform or assisting applications for field organizations
 - Infrastructure: Cloud SaaS, Hosting, Computer Vision AI, Call recording and Analytics
- Previous selling experience should include a focus on the full range of prospecting, selling and closing.
- Must have the ability to prospect, sell and close at multiple levels.
- Strong quantitative skills, required for accurate sales pipeline/ sales funnel management, as well as financial reporting to management and internal departments.
- Preferable background in Genesys, Cisco, Microsoft (Skype/Teams), Zoom, Contact Center, CX and Collaboration Account management / Sales roles.
- Strong experience in sales management and sales training, preferably one or more of the following: Miller-Heiman, Solutions Selling, Target Account Selling (TAS) or similar structured sales methodology.
- Experience of managing C-level relationships

- High intelligence, capacity, and the courage to be highly diplomatic on all fronts while calibrating his/her strategies to meet the dynamics of the existing political and economic environment.
- Capacity to consider process and filter large volumes of complex information quickly and identify appropriate actions as necessary.
- Successful history of initiating and closing key tier-one customers, partnerships, and effectively leveraging a personal network and third-party relationships.
- Ability to assess client needs effectively and address needs through new products and services.
- A proven track record delivering on or exceeding revenue goals.
- Hands-on approach with tactical as well as strategic sales activities.
- Strong technical knowledge in CX, contact center and UC technologies.
- Proven ability to operate effectively in a fast-paced, entrepreneurial environment in which cross-functional teamwork and initiative is a must.
- Excellent written, oral and interpersonal communication skills

If you share our passion for bringing to market innovative award-winning contact center, unified communications and collaboration solutions and you are looking to make a true impact in a rapidly evolving industry--within an extraordinary team culture environment--join our global network of talented, inspired and client-centered team players. We offer highly competitive compensation, day-one full health benefits (including dental and vision) and a rich 401K plan + profit sharing. If you share our vision and desire to be part of our continued industry success, please apply.

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