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| *Function* | *Role Title* | *Reporting To* | *Band* | *Location* |
| *Sales* | ***Enterprise Sales Manager*** | *Business Head/Director Sales* | *L3* | *Bengaluru* |

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| *What is the mission of the role?* | | |
| Mission | **To grow the Enterprise Sales Business for the organization by adding new enterprise customer and growing the solution portfolio in customer accounts.**  Mission: The purpose of the role is to work in individual capacity and collaborate with the product team and solution architect team to drive the revenue number in Enterprise Business Segment. | |
| Key Deliverables | * Handling end-to-end sales for the Enterprise Business Accounts. * Work in white space to add new logos in Enterprise Business Segment. * Selling IT Infrastructure or IT Transformation Solution to Enterprise Accounts * Selling across the verticals * Working on GTM strategies and seeding 22by7 as a Solution Partner in Client Account * Working on the leads for qualifying and taking it to a closure * Account Planning, Mapping, meeting the Decision Making Unit of the prospect or existing clients * Understanding the clients existing infrastructure and the pain points and building on the clients transformation journey/ growth journey * Pitching the right solution with the help of Pre-Sales team members * Cross-Selling and Up-Selling- Growing the Account * Maintaining a healthy strong funnel on solution portfolio of 22by7 * Answering the RFI/RFP/PoC etc with the help of Pre-Sales team * Managing the business ecosystem/stakeholders and leveraging it for getting leads/ pre-sales / closures * Working on BOM and pricing * Handling presentations, techno commercial negotiations and Closures * Create Customer Experience Excellence through continuous follow-up and customer interaction * Working with other cross-functional team like marketing for carrying out different client/vendor related activities * Take Sales Accreditation on different product lines which helps for strong pitching. | |
| *Who are your key stakeholders?* | | |
| Internal | To achieve the outcomes of the role, your key internal stakeholders are:   * Head/ Director Sales * BU Leads/Product Team/Business Team * Solutions Architects * Support Head | |
| External | To achieve the outcomes of the role, your key external stakeholders are:   * OEMs/Vendors * Customers | |
| *What are you accountable for?* | | | |
| You are accountable for growing and managing a profitable end-to-end business cycle for the solution portfolio for Cloud Security Solutions. | | | |
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| *Core Capabilities /*  *Technical Skills* | | ***Technical Descriptors*** |
| Domain knowledge & expertise | | Market  Product/Technology  Customer |
| Communication skills | | Opening a conversation  Listening and Understanding abilities  Assessment of buyer  Growing the conversation  Art of probing/ questioning  Establishing trust, credibility, relationship over a communication  360-degree communication  Closing the communication loop  Presentation skill  Written communication- e-mail, documentation etc. |
| Planning & management | | Sales Planning  Strategy Formulation and execution to drive a healthy and strong sale funnel.  Collaboration |

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| *Qualifications / Experience* |
| Education- MBA/ BE/Any graduate  Experience- 5 to 12 years, sales exposure in similar or related product domain, IT sales market exposure is a must.  Candidates having exposure to similar roles/domains are preferred.  Exposure to IT Transformation sales is an added advantage.  Loves to work in fast paced environment and who loves working with target.  A go-getter, who can sniff opportunities and resilient.  Open to travel |

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| *Potential barriers to success* |
| Unable to listen & understand business and customer needs  Unable to adapt to differences  Blocked personal learner  Unable to collaborate  Poor communicator.  Lack of initiative  Not able to work autonomously |

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| *Feeder Roles* |
| The following roles are likely to lead to this position:  Account Managers |

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| *What can this role develop into?* | *Suggested Development Experiences* |
| What are the possible roles for progression?  Key Account Manager, Team Lead- Strategic Account Manager, Regional Sales Head | Learning and improving solution domain knowledge.  Learning and improving business strategy and execution.  Strong relationships with internal & external stakeholders.  Strong customer hold.  Improving on influencing and negotiation skill  Successfully overachieving in a high-performing team.  Focus on solutioning. |

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| *Customer Focus* | *Leadership Capabilities* | *Descriptors* |
| **Customer Focus** | A constant desire to understand customer needs, whether expressed or latent. Phenomenal customer experience delivery, to world-class standards. |
| *Strategic Leadership* | **Strategy & Innovation** | High clarity on company's vision and mission, path forward, communicates with great pride the company's vision and mission to people, role models company's values, assess business risk associated and plans for emergency, very futuristic and displays hunger for new technology and next new thing which will take business to the new level. |
| **Lead & Manage Change** | Welcomes new ideas, easy with experimenting, provides an environment which uphold creative thinking, problem resolution, lateral thinking process etc. Throws challenges to the team, ensures team scales up continuously and fights with comfort. Tests the team's agility and adaptability. Ensures that the team does not stagnate. |
| *Results Leadership* | **Collaborate & Connect** | Works well with others. Taps into relationships and networks. Actively builds an understanding of others' perspectives. |
| **Translate Strategy into Action** | Persistently encourages people to continuously improve delivery of outstanding results.  Solves difficult problems in a timely and effective way. Anticipates and overcomes obstacles and roadblocks. |
| *Interpersonal Leadership* | **Clear Communicator** | Effortlessly able to communicate the vision, mission and goals of company to the team including their responsibilities and expectations, very candid about the objective, path and result, ensures the 360-degree flow of any kind of communication, clearly communicates the direction in which the team has to go. |
| **People Champion** | Clearly understands the team strength, thresholds and limitations, understands the team members emotional wellbeing, provides focus to the team, leverages on the strength of the team to realise the maximum productivity, ensures positive engagement of each team member, manages negative communication, builds team trust, demonstrates the ownership and adhere to timelines, includes every team member, develops people and takes team to the next level, champions diversity. |

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| *Advocacy & Values* | |
| Advocacy | “I like to be positive” | “I am a problem solver” | “Quality of work is never compromised” | “I am always on time” | “I like organizing my work & simplifying processes” | “I want to be a leader” | “I want to be assertive & proactive” | “I am a collaborative team member” |
| Values | Honesty, Integrity, Teamwork, Innovation, Trust, Care, Compassion & **Fun**! |