

### Primary Relationships

Internal: Reports to Sales Manager  
Team: Sales Team  
External: New Clients and Referral Sources

### Summary

This is not an 8am to 5pm position. Sales Representatives at myIT.com must be competitive, aggressive, and have the desire to perform outside lead generation sales. Sales Representatives develop and implement a prospecting and sales strategy to develop new business and to meet revenue goals for myIT.com and themselves.

### Key Performance Indicators

Track Sales Activities  
Maintain accurate sales pipeline  
Achieve or exceed revenue goals every quarter  
Professional development goals achieved and on time.

### Projected Time Allocation

50% On-site  
    50% Prospecting/Cold Calling  
    30% Meeting with Prospects/Referral Partners  
    20% Networking Events/Leads Groups  
50% In-house  
    50% Prospecting/Cold Calling/Tele-Marketing  
    20% Research and Planning Sales Activities  
    20% Proposal Writing  
    10% Sales Training

### Duties and Responsibilities

#### Sales — General

Must be competitive, aggressive, and have the desire to perform lead generation sales  
Interact respectfully and professionally at all times with clients, customers, and fellow team members  
Maintain accurate timesheets using internal time and ticketing system according to established processes and procedures  
Maintain prospect, customer, and client information with accurate information from customer interactions  
Follow-up with clients and customers in a timely fashion  
Follow all myIT.com standards and formats in presentations, proposals, and in professionalism  
Establish clear expectations with clients, customers, and fellow team members in every area of interaction including:

#### Scheduling

What service is to be performed  
Consequences of requested service  
Meet or exceed the expectations that you establish with clients, customers, and fellow team members  
Participate in weekly sales meeting, come prepared to discuss current status of open opportunities, issues encountered during sales process, changes to existing policies and procedures, or new policies and

procedures that may be needed

Help develop policies and procedures for internal company use to standardize interaction with customers and fellow team members

#### Sales — On-Site

Prospects should be identified before going on-site. Get an invitation in possible.

Put the prospect/client's needs before your own. Be a trusted adviser

Listen and understand what is driving the prospect/client's decision

Discuss business goals and objectives before technology

Network at Networking Events. Don't try to sell.

Get involved with the community. Be smart with your time.

#### Sales — In-house

Build a database of prospects that fits within myIT.com's identified market by location and size in CRM

Track all prospect/client contact/touches in CRM. Track Next Steps in CRM religiously

Cold call to set appointments. Do not try to sell over the phone

Gain customer's approval for solutions and complete proper paperwork

#### Professional Development

Enhance current sales and technical skills through self-study and directed training sessions

Achieve industry certifications and keep existing certifications valid and up to date

Share learning with team members

Work with manager to establish a personal education/development plan that includes agreed upon goals and deadlines for achievement annually

Achieve agreed upon goals by the established deadlines

Provide mentoring and guidance to team members as assigned

### Supervisory Responsibilities

This position does not have any supervisory responsibilities, but the individual is expected to be a great team player and responsibly delivers results that benefit our clients and myIT.com.

### Competencies

To perform this job successfully, an individual should demonstrate the following competencies:

**Business Ethics** — Treats people with respect; Keeps commitments; Sets expectations correctly and then meets them or exceeds them; Builds trust; Works with integrity; Upholds organizational values.

**Personal Interaction** — Builds rapport and establishes trust; Puts customer at ease, Calms difficult situations, Uses appropriate conversation topics, Avoids topics or behaviors that may offend either customers or team members.

**Negotiation Skills** — Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take; Maintains technical knowledge of available options.

**Oral Communication** — Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** — Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.

**Personal Appearance** — Dresses business professional; Keeps self well-groomed. No visible piercings or tattoos.

**Problem Solving** — Identifies problems in a timely manner; Gathers and analyzes information skillfully; Troubleshoots issues logically and precisely; Develops possible solutions; Resolves problems in early stages; Works well in group problem solving situations.

**Teamwork** — Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.

**Attitude** — Displays a positive attitude in general; Helpful to customers and team members; Presents criticism and objections respectfully and tactfully;

**Critical Thinking** — Evaluates possible steps and their consequences; Effectively discerns most likely problem areas and troubleshoots those areas first;

**Organization** — Writes accurate and detailed notes regarding customer interactions and services performed; Maintains clean and tidy personal area; Performs service in precise, thoughtful, and considered manner

**Planning** — Schedules time appropriately with enough time to arrive on time and leave on time for the next appointment; Brings appropriate materials to on-site visits; Prepares for meetings and service visit with research and notes;

**Flexibility** — Manages changes in schedule, priority, or responsibility successfully;

## Skills and Qualifications

### Education

Bachelor's Degree or higher Preferred

### Language Skills

Ability to read and write English at a business professional level.

Ability to write business professional level correspondence, instructions, policies, and procedures.

Ability to speak effectively to team members and customers both in person and on the phone.

### Mathematical Skills

Ability to calculate figures and amounts such as disk size, free space, number of files, using a calculator and/or spreadsheet program.

### Reasoning Skills

Ability to solve problems and deal with a variety of variables in situations with only limited standardization.

Ability to interpret a variety of instructions in written, oral, diagram, video, or schedule form.

### Computer Skills

Basic knowledge of all aspects of PC operations and functions.

Basic troubleshooting knowledge

Knows when to escalate a problem

### Certifications/ Training

Sandler Professional Sales Training Preferred

### Experience

Some outside sales experience desired, such as copier sales, office supplies, telecomm, or any other lead generation sale that requires extensive cold calling

### Valued Qualifications (*not required*)

Experience as part of a sales team

Experience accounting for time each day

## Physical Demands

The physical demands for an employee to successfully perform the essential functions of this job are described below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands and fingers to handle or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### Work Environment

The work environment for an employee to successfully perform the essential functions of this job is described below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the service team work environment is usually moderate. Travel to and from customer sites is common. Each customer's work environment varies based on the type of business they operate.

### Intent and Function of Job Descriptions

Job descriptions assist our company in making certain our hiring process is fairly administered and qualified employees are selected. We view job descriptions as essential to our performance appraisal system and related promotion, transfer, layoff, and termination decisions. Well-written and maintained job descriptions are also an integral part of our compensation system.

All job descriptions are reviewed to ensure only essential functions and basic duties have been included. Requirements, skills, and abilities included have been determined to be the minimal standards necessary to successfully perform the job whereas peripheral activities that are only incidentally related to the job have been excluded.

In no instance should the requirement, skills, and abilities be interpreted as all-inclusive.

Supervisors may assign additional appropriate activities and requirements. It is possible requirements may be modified to reasonably accommodate disabled individuals in accordance with the Americans with Disabilities Act. At no time will accommodations be purposefully made which may pose serious health or safety risks to the employee or others, or which impose undue hardships on our company.

Job descriptions are not intended as and do not create employment contracts. Our company is an at-will employer. At any time employees can be terminated for any reason not prohibited by law.

---

Employee Signature

---

Date

---

myIT.com Signature

---

Date