

Sales Service Specialist

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging videoconferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers.

What's our competitive advantage?

Pinnaca solutions are wrapped with 24-hour support 7days per week, providing the ultimate go-to customer experience.

"We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," -nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture.

Join a team of individuals who love what they do and are committed to growing a best-in- class visual communication business.

POSITION OVERVIEW

The Sales Service Specialist will focus on current customers and sales in an effort to consult and sell all renewal product options including multiyear and coterminous renewals and capture takeover business. In this role, you will create and develop customer service renewal packages, provide upsell and cross sell opportunities, review customer usage and utilization reports. Sales Service Specialists key area of responsibility is to support the pursuit and closure of renewal sales emphasizing the value of the services. This includes but not limited to quoting renewals and handling maintenance service sale request. Other duties include assisting the Product department in reviewing new product and service offerings incorporating and messaging to customers. Working closely with the Marketing department qualifying leads funneled through Marketing initiatives.

MAJOR DUTIES AND RESPONSIBILITIES

- Overall management of customer renewals.
- Create direct and partner quotes and renewal packages.
- Obtain, review and analyze customer reports to incorporate in renewal package.
- Obtain and validate manufacturer maintenance and subscription quotes. Open, manage and resolve manufacturer cases.
- Work directly with product, sales and client service manager to message legacy services and upsell option to customers.
- Responsible for sales qualifying leads funneled through marketing initiatives and campaigns, handing off to appropriate account manager.
- Responsible for processing and managing demo requests funneled through marketing initiatives.
- Work with Sales Operations Administrator developing and executing base business campaign.

- Assist the business in maintaining data integrity in all databases for customers' renewals services.
- Provide expertise and support to the operations department when needed for service program and customer inquiries.
- Responsible for fielding, processing and monitoring time and material tickets escalated from the operations department.
- In accordance with ISO27001, you are required to abide by our security policy.

Minimum Job Requirements:

- 1-2 years pre-sales or sales experience.
- Strong customer service skills.
- Strong communication and organizational skills.
- Strong computer and analytical skills.
- Strong attention to detail.

Desired Skills and Experience: (one or more of the following):

- Ability to manage customer and inter-departmental requirements.
- Ability to provide quantitative analysis.
- Hunger to increase/drive sales.
- Strong relational skills.
- Strong listening skills.
- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations is essential.
- Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- High level of integrity and dependability with a strong sense of urgency and results-orientation.