

## Position Title: Account Manager BPOS

### Purpose of the position

Prospect & recruit resellers for Microsoft BPOS

Develop relationship with the resellers

Drive the BPOS resellers to create demand and pipeline for BPOS

Develop relationship with Microsoft field sales to help accelerate Westcon progress

### Duties and Responsibilities Include:

#### Sales

- Generate and provide information on BPOS solution and benefits to the end user Establish strategies that will result in increased sales (both existing and new customers)
- Conduct face-to-face sales calls to accounts as necessary
- Penetrate customer accounts at the manager/director levels

#### Customer Support

- Develop and present programs, solutions, and promotions related to the Microsoft BPOS
- Provide guidance/training to resellers in selling and supporting Westcon solutions
- Engage other Westcon specialists with the reseller to support the continuing development of the Westcon value proposition
- Provide customer with guidance and support during the contract
- Respond to sensitive customer/vendor issues
- Facilitate appropriate arrangements with credit and finance by presenting customers' situations and issues

#### Business Management

- Maintain/develop Westcon accreditation status for vendor(s)
- Carry out pre-designed Westcon and vendor promotions and marketing activities Develop and maintain vendor relationships that produce referral business opportunities
- Leverage Internal Support Resources to grow sales activities (e.g., sales support, marketing, technical services, professional services, finance)
- Gain thorough understanding of customer business and strategic plans as they relate to Westcon products and services
- Develop 3-way relationships (vendor, Westcon, customer) to increase business for all three parties

### Qualifications

- 2+ years sales experience, cold calling, and establishing leads
- Knowledge of telecom/IT industry highly desirable
- Familiarity with principles of promoting, and demonstrating products and services.
- A general understanding of networks and internet topologies is needed.
- Experience with the internet and Microsoft office suite
- BS/BA

### Technology:

- Knowledge of Microsoft BPOS solution and the complete Microsoft portfolio
- Use advanced technology concepts to link Westcon's offering to solutions in the customer's business

Finance:

- Knowledge of and ability to accurately apply pricing, Gross Profit, discounts, margin calculations

Business/Marketing:

- Principles of presenting, promoting, and demonstrating products and services

Sales:

- Good understanding of the sales cycle

Skills

- Strong telesales skills, Acquiring & Qualifying Business, Developing Customer Relationships, Supporting the Customer Fostering Communication, Demonstrating Sales Versatility, Collaborating Cross-Functionally, Knowing the Customer
- Developing and Executing Sales Strategy, Knowing Westcon's Products
- Ensuring Self-Direction, Closing the Business, Applying Business Acumen
- Managing the Competition, Working with Technology

We offer:

- Progressive Compensation Package (base salary and commission)
- Healthcare Benefits (Medical, Dental, Vision and Prescription Drugs)
- 401k with Employer Match
- Paid Time Off
- Life Insurance and Disability Coverage

**Company Overview:**

■ Westcon Group is the world's leading specialty distributor in networking, security, mobility and convergence. We provide the most effective route to market for our vendors, the highest levels of support to our customers and through our success and growth, the industry's best employee experience. We are comprised of individual operations under the Comstor (Cisco-focus), Voda One (Avaya-focus) and Westcon (Nortel-focus) brands, creating a global distribution business throughout North America, Africa, Asia, Australia, Europe and South America.

■ **Vision:** We believe that building and enabling unique and effective routes to high growth advanced technology markets is key to ensuring fundamental growth for customers and manufacturers. We achieve this through recruitment, retention and delivering ongoing value to best of breed and best in class vendors/manufacturers, customers and employees.

Visit our website at [www.westcon.com](http://www.westcon.com) for more information.

*Westcon Group is an AA/EO employer and actively seeks candidates from diverse backgrounds.*