

Position Title: Global Business Manager

Purpose of the position

- Management and Leadership of a small global team consisting of a Sales and Customer service desk
- Develop and implement strategies to manage and grow business
- Work with US and globally Sales Teams to grow, manage and fulfill global sales
- Ensure customer experience results in repeat business
- Project Management of Global Roll outs
- Responsibility for building and maintaining systems and procedures
- Management of Vendor Global Programs

Duties and Responsibilities Include:

Business Management

- Work with Global BDM, regional sales managers and appropriate individuals to develop go-to-market strategies
- Explore new global opportunities for generating incremental revenue
- Analyze and monitor the performance of the assigned business sector and provide feedback to relevant parties within work group
- Gain thorough understanding of customer Global business requirements and strategic plans as they relate to Westcon products and services
- Ensure Global sales order and inquiries are processed effectively and within an acceptable time limit
- Assist marketing efforts as required.
- Identify, negotiate, and execute corrective measures for internal business systems, processes, and practices, as necessary
- Accurate and reliable reporting
- Prepare budgets and approve budget expenditures
- Understands basic revenue models, P/L, and cost-to-completion projections and makes decisions accordingly

Project Management

- Hands on management of global roll outs
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements
- Manages day-to-day operational aspects of a project and scope
- Identifies Global resources needed and assigns individual responsibilities
- Accurately forecasts revenue, profitability, margins, and ETA's
- Identifies business development and "add-on" opportunities as they relate to a specific project
- Holds regular status meetings and issue regular communication with internal staff, customers and vendors.
- Resolves and/or escalates issues in a timely fashion

Leadership

- Challenges others to develop as leaders while serving as a role model and mentor.
- Manages the development of global team
- Inspires coworkers to attain goals and pursue excellence.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Manages the process of innovative change effectively

People Management

- Build and grow global sales, customer service and project management team.
- Develop Global team talent by advising, guiding, and mentoring individuals
- Ensure relevant staff training
- Review team members' performance and provide input that will lead to gains in productive and sales growth.
- Negotiate and Distribute Quarterly Quota Assignments and communicate the business justification for those assignments

Sales

- Perform sensitive business negotiations with management level customer contacts
- Deliver in-person business presentations for management and executive level customer contacts.

Customer Support

- Provide support to Regional business units on escalated customer issues
- Provide support to Regional business units customers on global opportunities
- In conjunction with team members, ensure all partners understand Westcon Global offering to increase sales with these customers.
- Conduct training with resellers on Westcon Global offering as required
- Build and sustain a business relationship with vendors
- Perform sensitive and complex inter-departmental negotiations to satisfy customers' financial, technical, and marketing needs

Qualifications

- Minimum 15 years industry specific experience with at least 10 of the years in a senior managerial role of industry specific sales management, customer service and PM experience
- Technical background and experience with technology
- Background in Project management
- College degree preferred

Additional requirements include knowledge of:

1. Technology:
 - In-depth knowledge of IT/Telecom industry
 - Understanding of products from a sales & technical perspective
2. Finance:
 - Knowledge of and ability to accurately apply pricing, Gross Profit, discounts, margin calculations
3. Business/Marketing:
 - a. Business Analysis and Territory Plans that include Strategic and Tactical Initiatives
 - b. General understanding of marketing including product demonstrations
 - c. Understand the market and competitive landscape
 - d. Plan and set goals and objectives in line with company goals
4. Sales:
 - a. In depth understanding of the sales cycle (including identifying new business opportunities)
5. Global Business Knowledge

- a. Understanding of Taxes and Duties
- b. Experience with VAT
6. People Management
 - a. Leadership techniques
 - b. Coordination of people and resources

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 for more information.

We offer:

- Progressive Compensation Package (base salary and commission)
- Healthcare Benefits (Medical, Dental, Vision and Prescription Drugs)
- 401k with Employer Match
- Tuition Reimbursement
- Paid Time Off
- Life Insurance and Disability Coverage
- On-Going Training & Development
- Advancement Opportunities