

## Client Development Executive

### Overview

Customer Thermometer the market leader in short survey solutions; with our 1-click email feedback software we're helping the world's most customer-obsessed businesses get quick and accurate feedback from their customers in seconds. We have over 1,800 customers and operating in 60+ countries.

This is an entry-level position to support the Sales Team. The role offers an excellent opportunity for advancement, along with a very collaborative and fun work environment.

The successful candidate will be comfortable with technology and eager to understand our sales process from the ground up so they can provide a proactive, friendly and inspiring experience for all Customer Thermometer prospects who want to find out more about the service.

They will connect interested prospects who don't know how to get started with the right information, tools and people within Customer Thermometer to ensure they have the support, knowledge and resources they need to evaluate and test our CSAT tool.

The success of the role will be measured on prospect engagement, contribution to the efficiency of the sales cycle and the lifetime value of our customer base.

### Key tasks and responsibilities

- Proactively contacting inbound software trialists to ensure they have everything they require to test out Customer Thermometer.
- Being able to jump onto calls, presentations and screenshares right away to get customers up and running on the spot.
- Preparing quotations and proposals.
- Contribution to social media and marketing content covering new releases, blog posts, thought leadership and news.
- Identifying and acting on trialist or new customer trends by creating tailored case studies or blog posts to make the most of new opportunities
- Consistent data management and cleansing within CRM system.
- Returning to customers and prospects who may need longer to make decisions on the service and assisting them with questions and materials they may need.
- Working closely with the Client Director to support their workload and the company sales target. This will include growth from new business opportunities (inbound leads) and internal accounts (account expansion)
- Occasional attendance at key prospect, customer and partner events on booth. Associated event demo, lead capture and follow ups.

### Required qualities and experience

The position suits an ambitious, personable professional, keen to roll their sleeves up and get stuck into learning about our product and customer base. SaaS sales experience not necessary, however, to be considered, applicants must exhibit exceptional written and oral communication skills.

- Confident, accountable person who feels comfortable in a client facing role
- Coachability/adaptability
- Knowledge of SaaS market
- Time-smart/pro-active/demonstrates initiative
- Motivated and competent to work well in a cross functional, team environment as well as independently
- Work ethic - competent/trustworthy to work independently