

POSITION DESCRIPTION

Position	Integrated Sales Executive/Sales Executive
Company	N'compass
Location	Minneapolis, Minnesota
Reporting Relationship	Chief Marketing Officer
Status	Exempt, Full-time
Date	June 2010

POSITION SUMMARY

The Integrated Sales Executive is a key position responsible for growing the footprint of the organization. This role will center on leveraging our capabilities by developing and driving strategic partnerships and providing cutting-edge and complex IT solutions for N'compass clients. As a strategic business partner, N'compass helps organization's bridge the gap between technology and business. Combining expert people, product offerings and proven processes for managing projects, N'compass is an industry leader able to serve diverse client needs ranging from improvements to data center reliability, server relocations, to technology infrastructure design.

The incumbent will be primarily playing a hunter role, responsible for bringing in new clients, expanding business development activities and selling the portfolio of IT outsourcing, consulting, products, and strategic partnerships. In addition to new business development, the Integrated Sales Executive is accountable for driving results aligned with strategy development, planning, and supporting growth plans and expanding the company's offerings. Additional focus includes increasing N'compass' visibility and enhancing the company's reputation by selling solutions that include technology partnerships and hardware.

Use of innovative and progressive technical solutions will be critical to elevate N'compass' leadership reputation. The Integrated Sales Executive must be skilled at bringing creative ideas to market and demonstrate sound judgment about which ideas and suggestions will work for individual clients. A demonstrated ability to marshal resources (people, funding, materials, and support) to get things done and orchestrating multiple activities at once to accomplish goals is also key. A dedication to exceeding the expectations of internal and external customers and an ability to build trusting relationships across all levels of an organization is critical for success.

With a collaborative and consultative approach, the Integrated Sales Executive will lead the sales effort and work with clients at the highest levels to develop strategy and execute a range of IT solutions to meet the customer needs. The Integrated Sales Executive must be able to maneuver through complex political situations while staying focused on driving results. Additionally, the role is responsible for understanding the nuances of client environments,

identifying emerging issues and proactively developing strategic partnerships and maintaining appropriate relationships with relevant industry groups. He or she is also primarily responsible for understanding and addressing industry standards, best practices, monitoring industry trends and competitors.

DUTIES AND RESPONSIBILITIES

Business Direction

- In partnership with the CMO, the Integrated Sales Executive will focus on expanding the business; develop the strategic plan including identifying new business, growth and retention of key clients, and building internal expertise and additional offerings.
- Serve as architect for developing the goals, principles and measurements to ensure progress and alignment with desired business outcomes defined by clients and meet short term and long term results for N'compass.
- Build and refine internal efficiencies, systems and processes to meet and exceed client satisfaction.
- Build and maintain strategic partnerships and strong working relationships with clients, client partners, and internal solutions teams.
- Serve as company ambassador and represent N'compass at marketing events, trade shows, seminars, associations, conferences, and industry events etc.

Business Development

- Achieve monthly, quarterly, and annual sales targets established and execute business development and client solutions.
- Achieve lead generation, prospecting and other sales management goals designed to build an optimal sales pipeline.
- Personally develop strong, long-term relationships and referrals with senior management at leading companies.
- Manage end-to-end sales process for all opportunities including initial client communication, on-site presentations, RFI responses, RFP submissions, proposals, negotiation and deal signing. Serve as point of contact for all communications and sales activities with prospects and customers.
- Work in close collaboration with solutions teams to ensure that proposed offerings and services fully meet customers' business and technology needs.
- Provide leadership to customers during initial phases of an engagement. Follow-up and ensure total client satisfaction through the life-cycle of the relationship.
- Identify and develop potential alliances and partnerships and seek out new market and product and services growth areas.

Account Management

- Prepare client budgets, forecasts, and required reports; manage and monitor budgets and N'compass' ability to deliver results and meet client expectations within those budgets.
- Collaborate with Internal stakeholders/solutions teams to lead the delivery of services/consulting/products.
- Maintain awareness of client projects, progress, and milestones to ensure a comprehensive approach to account management.
- Maintain connection and communication with project managers ensuring appropriate prioritization, effective execution, and collaboration with clients and partners.
- Stay abreast of technology knowledge base; strive to elevate personal stature and effectiveness as strategic IT partner.
- Facilitate creative thinking, innovation and results-based brainstorming with internal teams to develop compelling business/IT solutions and results.
- Create and evaluate documents in support of high standards in writing and presentation of ideas.
- Participate/lead internal innovation projects to maintain the N'compass' competitive edge, or other internal efforts (i.e. development of policies, practices, procedures).

Organizational Effectiveness

- Support the identification and implementation of organizational change strategies required to enhance N'compass' internal and external results and build accountabilities and while maximizing capabilities.
- Develop action plans to elevate the performance of internal teams and external partners.
- Foster continuous improvement efforts; solicit feedback to generate new and innovative ideas for ongoing company improvements and enhancements.

REQUIREMENTS

Knowledge, Skills, and Abilities Required for the Role

- Bachelor's degree in related field/discipline required.
- Minimum 8-10 years of progressively responsible outside sales experience within an IT services and product environment. Leading firm experience preferred.
- Strong "hunter" profile with a proven track record of success selling IT services and products including over-achievement of client acquisition and sales revenue targets.
- Solid understanding of IT solutions and business processes.
- Strong financial acumen and an ability to talk "business" to clients.
- Ability to identify and propose cutting-edge complex IT solutions.
- Ability to provide high-level counsel to business and executive leadership.
- Ability to use the power of IT to help clients meet their business goals and address their business challenges.
- Demonstrated proficiency in preparing written proposals, RFI responses and RFP submissions etc.
- Demonstrated ability to maintain a focus on the "big picture" strategies in development of growth and improvement solutions.
- Superior consultative, interpersonal, diplomatic, communication (written and oral) presentation and facilitation skills.
- Experience managing business issues and skilled at maneuvering through complex organizations and political situations effectively and quietly.
- Can negotiate skillfully in tough situations with both internal and external stakeholders; can settle differences.
- Must be able to speak up, challenge, influence, persuade and convince. Must know when to push back and when to fold. Must know how to do this with tact, grace and finesse. Must know how to problem solve and manage up.
- Strong history of quickly building trusting relationships, gaining credibility, and partnering with leaders and peers. Relevant and established media contacts and relationships.
- Can effectively cope with change and manage stressful situations.
- Proven planning, priority setting, time management, and decision making skills. Ability to achieve results in a fast-paced dynamic environment with shifting priorities and short deadlines.
- Strong technical/computer skills including Word, Excel, and PowerPoint.
- Enthusiasm for business, entrepreneurial spirit, and a passion for driving results that substantively impact the client's business.
- Sense of humor.

ADDITIONAL POSITION INFORMATION

MENTAL PHYSICAL ENVIRONMENT

- Ability to handle and be trusted with confidential and/or sensitive information
- Ability to work in a fast-paced environment
- Ability to be flexible and to handle multiple projects in an organized, timely manner
- Ability to problem solve, work under pressure and to effectively manage stress
- Requires significant local travel and ability to travel overnight; some international travel may be required
- Most work is performed in a temperature-controlled office environment.

The above statements are intended to describe the general nature of work performed by the associate(s) in this job. Specific duties and responsibilities may vary by position.