

# Now Hiring: Enterprise Sales Director - Customer Experience Solutions



We have an exciting opportunity for an **Enterprise Sales Director (ESD)** to join our Sales team. The goal is to uncover, develop and create value for new clients in support of their current and future Customer Experience initiatives, with a focus on cloud contact center enabling technology.

## Job Description

This is an individual contributor role. The ESD at VDS is a high-energy, high-contribution, high-reward professional. Success for the candidate, customer and VDS requires a business outcome driven consultative sales process. The ESD leads the business development and client relationship management function for account acquisition and long term growth. This particular role is sharply focused on client communications which translate VDS services and technology solutions into quantifiable business value.

## Key Responsibilities required for Success:

- Identify and generate new business opportunity and revenue within region
- Execute on systematic prospecting, lead generation and network growth development strategy
- Face to face opportunity assessments, documenting key goals and objectives
- Creative problem solving, applying technology to resolve proximate business challenges
- Work closely with internal practice teams to maximize pre and post procurement experience for client
- Contract Negotiations
- Meet and exceed annual sales quotas

## Qualifications and Skills:

- 5+ years direct sales experience in the business communications technology industry, with preference to contact center/customer engagement solutions
- Experience owning the sales cycle from lead generation through close
- Excellent written and oral communication skills including proposals, presentations, interpersonal / informal group communications and all other forms of communication consistent with solution selling
- The ability to persuade using a consultative discovery methodology and rational business case approach
- Attention to detail in proposal assembly, delivery and client advocacy
- Self-Motivated and Entrepreneurial with superior business acumen
- Team sales-orientation with the highest sense of personal accountability

## Preferences:

- Experience in CX workflow technology solutions from Genesys, Five9, Microsoft, Salesforce, Zendesk, Servicenow
- Strategic Executive and C-level relationships in target market

**Geographies: Detroit, Cleveland, Indianapolis, Chicago, Milwaukee**

*Send Resume and Cover Letter to [careers@govds.com](mailto:careers@govds.com)*