

Customer Service Administration Manager

The **Customer Service Administration Manager (CSAM)** is responsible for overall direct and partner pre and post sales support. The CSAM will achieve business targets through excellent internal and external customer relationship management. The position will ensure management and maintenance of new business as well as retention of ongoing service contracts (SSA and SaaS) with Administration support. This will be achieved by establishment of ongoing rapport with outside sales staff including existing and potential customers. Integrity, vision, passion and attention to detail are essential for this role.

The **Customer Service Administration Manager's** primary responsibilities are to assign and monitor inbound leads to the outside sales team and to protect existing revenues via account customer service. They must also manage ongoing service activities and customer contact to ensure timely and effective customer deployment for new business. Additionally, the role will maximize iView Systems' installed base and market share and strengthen product selection policies through strategic planning and relationship building with *Outside Sales Team Members, End-Users, Installing Dealers and Consultants*. They must effectively identify new project opportunities with *End-Users and Installing Dealers*, including senior management and all subsequent departments essential to advantage iView's market position.

General Sales Responsibilities

- **Prepare and deliver sales proposals, quotations and marketing materials to outside sales and interested prospects.**
- Monitor and help achieve on a daily/monthly/quarterly/annual basis new business and volume goals.
- Participate in regularly scheduled teleconference meetings. (Mandatory)
- Initiate calls to existing or prospective clients, to determine use and needs of iView's products.
- Achieve total customer satisfaction by interacting with assigned group of customers and iView management.
- Establish communications with all departments and the Technical Account Manager (TAM) to facilitate the resolution of customer related problems.
- Participate as a member of the Sales Team, working closely with the external Sales Representatives to identify improvement opportunities, developmental needs and account growth.
- Collaborate with the VP of Sales and Account Executives to determine necessary strategic sales approaches.
- Monitor, enter and assign leads (from the iView sales and info mailboxes as well as other sources). Ensure follow-up by passing leads to Account Executives with calls-to-action, dates, complete profile information, sources, etc.
- Create and deliver qualified opportunities to Account Executives where appropriate.
- Maintain and expand the company's CRM of prospects.
- Assist in creating RFP responses to potential clients.
- Where necessary, support marketing efforts such as trade shows, exhibits, and other events.
- Handle inbound, unsolicited prospect calls and convert them into sales.
- Emphasize product/service features and benefits, quote prices, discuss credit terms, and prepare sales order forms and/or reports.



- Enter new customer data and update changes to existing accounts in iView's CRM.

Customer Service Responsibilities

- Fulfilling this role means you are entrusted with the deployment, relationship, strategy, and product health for iView Systems' customers. Our Customer Service team advises and guides our wide array of enterprise customers as they deploy and map any number of business needs to iTrak.
- Responsibilities:
 - i. Customer deployment experience (including Customer Service Activities and follow-up as needed with external and internal customer and team members).
 - ii. Communicate eloquently and regularly with administration and executives for customer accounts.
 - iii. Help maintain and improve deployment processes.
 - iv. Work with sales executives to make sure customers have the iView resources they need.

Compensation

- Progressive salary commensurate with experience
- Excellent commission and bonus structure
- Company-paid health benefit plan
- Three weeks' vacation

If you are interested in this position, please email your resume to Richard Coombs, Vice President, Sales, at RCoombs@iviewsystems.com indicating the pertinent job title in your subject line. Thank you!