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Role

Client Services Executive (Pre and Post Sales)

Role Overview

As a Client Services Executive (Pre and Post Sales), your daily work duties will involve the acquisition, development, and retention of new and existing customers for Stellium Datacenters and its NCL-IX (Newcastle Internet Exchange).

One of your main goals will be to work to achieve Stelliums overall sales and revenue targets. You will operate autonomously but support your peers and the Sales Manager.

The main internal contact's you will have are with the Sales Manager as well as with the Operations and Marketing Team. Your external contacts will be mainly with your data centre customers but also connectivity/MSP partners and IX (Internet Exchange) members. The remit of this position is to manage national and international accounts/prospects both pre and post sales.

Role specifics

- Monitoring customer Sales queries and coordinating timely responses with internal teams.
- Ownership of the responses for sales RFPs/ Tenders/ solution process with our clients (new and current).
- Collection and compilation of proposal responses incorporating the latest schematics, diagrams, technical information etc (working and coordinating with internal Sales, Marketing and Operations in doing so).
- Assisting the Sales Manager in pre and post sales activities.
- Assisting the Marketing Team in company promotion and marketing activities where required.
- Working with our sales team to understand client requirements and helping to strategize and find innovative solutions to differentiate us from competitors.
- Working with the financial team to provide information for proposals or client queries.
- Staying connected to the market and the industry to understand market trends, competitive positions, and client and competitor strategies.
- Responsible for driving opportunities by supporting Sales teams in creating and designing new and current client specific solutions.
- Building client confidence and trust and gaining client acceptance by explaining or demonstrating operational improvements
- Assists with in-depth guided tours (virtual and physical) of our facilities for existing and potential clients (training will be provided).
- Must have in-depth knowledge and experience of the Microsoft applications – word, excel, powerpoint, teams, etc as well as Visio.

Your profile

- Minimum of 2 years' experience in a client services / account management/ pre sales area, preferably in IT-, Data Centre Services, Cloud Services or Telecoms
- Ideally knowledge of a specialized market segment within the ICT industry (the Data Centre Market, - however knowledge of IT Managed Service Providers, Cloud Service Providers or Telecoms are also suitable)

- Educated to Bachelor Degree level, however experience of 2-3 years or more in a similar role is far more advantageous.
- Excellent interpersonal and communication skills
- Excellent solution sales skills
- Customer focused
- Proactive and stress resilient
- Excellent understanding of Microsoft office applications and Salesforce
- Good team-working skills
- Fluent in written and oral English
- Experience in both local and international client Account Management advantageous

What we can offer you

Lively, open team structures. Permanent employment with flexible working hours, competitive salary based on qualifications and experience, and the possibility of hybrid working (when and where suitable). Excellent pay and social benefits (Healthcare & Pension contribution). Personal development prospects in an active, growing company. Further education opportunities for personal / team development.