

BE PART OF OUR SUCCESS STORY

## SALES DEVELOPMENT REPRESENTATIVE

### WHAT WE OFFER

Serenata is looking for a talented, energetic and driven individual to join our team as Business Development Representative in Munich. Supporting the CRM sales team, you are responsible for processing inbound sales inquiries and identifying opportunities that meet the minimum qualification criteria for Sales.

Building rapport with contacts through phone calls and emails comes naturally to you. You will work closely with the Serenata sales team to ensure that the leads provided to sales are qualified correctly and are progressing through the sales funnel. This involves gathering key information to update the CRM system and assigning next steps for sales or marketing nurture paths.

### YOUR JOB

- Manage lead development for a selected geography or set of geographies in EMEA
- Ensure timely outbound calls to all leads in the territory
- Manage data quality issues with leads in the queue
- Record information and maintain detailed qualification records in the system for each contact
- Achieve monthly and quarterly call volumes and qualification targets
- Coordinate a warm-hand-off to Sales whenever possible
- Stay current on the Serenata products and solutions
- Support a variety of sales/marketing programs by managing call campaigns to drive registration and attendance for events, sometimes coordinating with external partners and the Serenata partner marketing team

### YOUR PROFILE

- Ability to accurately determine lead qualifications based upon established criteria
- Deliver extraordinary customer relationships
- Previous experience gained in a customer-facing role
- Comfortable learning key software applications
- Comfortable working with a very high throughput of leads and data flow
- Respect and expect accountability
- Strong verbal selling skills over the phone and email
- Strong written and verbal communication skills in English and German
- Further language skills in French, Spanish, Italian or other European language are an advantage
- Professional, determined, and results oriented
- Positive attitude, team oriented, and a self-starter