

SafeNet Employment

GET INSIDE

At SafeNet, our goal is to employ the brightest and most talented people in the industry. With more than 30 offices worldwide and more than 1,100 employees, we know the importance of hiring the very best to make our company succeed. No matter what the job is—Tech Writer, Software Engineer, or Customer Service Rep—we're always looking for our future leaders. If you're seeking a challenging career and would like the opportunity to advance, then SafeNet may be right for you. SafeNet, get inside.

We are currently recruiting for the following position to be located at our corporate headquarters in Belcamp, Maryland.

Inside Sales and Support **Representative**

Summary:

Responsible for selling product support services and for the achievement of the sales quota assigned. Has complete familiarity with the various support plans available for the company's product lines and is able to articulate the features, benefits and pricing of those plans to prospective customers. Is capable of probing for customer requirements in order to match a support plan to the customer's needs as well as make recommendations to the customer for the use of SafeNet Professional Services and Training. Ensures that the customer receives a timely and accurate quotation for the appropriate support plan and manages the process through receipt of the purchase order and invoicing. Acts as an advisor to Regional Sales Managers on the proposal of support services. Maintains current knowledge of SafeNet product lines and product configurations. Maintains and reports an accurate forecast of support revenue in his or her territory.

Qualification Requirements:

Education:

Associate Degree in Business or equivalent work experience

Experience:

- Sales experience representing a high technology product or service with demonstrated ability to meet or exceed a sales quota.
- Experience in managing a sale from lead to invoicing through the use of CRM and/or ERP systems.
- Experience in working with complex agreement offerings and in positioning the benefits of those offerings for customers.

Skills:

- Excellent oral and written communication skills
- Demonstrated negotiation skills
- Strong math and computer skills
- Exceptional organizational skills with the proven ability to prioritize and complete multiple tasks to meet deadlines
- Strong attention to detail
- Self-starter able to work independently but also as a contributing member of a team

Essential Duties and Responsibilities: include, but are not limited, to, the following:

Actively pursues the sale of support agreements to current and previous SafeNet customers

- Monitors the funnel of expiring agreements, contacts customer 60-90 days in advance of expiration, and provides a proposal to the customer for the continuation of their support
- Monitors proposals outstanding to customers to ensure that sales are closed. Handles customer inquiries by explaining the provisions and benefits of the proposed plans.
- Actively pursues the list of lapsed customers to sell reinstated support.
- Tracks proposals outstanding, orders received, the rate of renewals, and the current forecast for reporting to management
- Makes recommendations to management for support product and process improvements

Actively pursues new business support agreement sales to prospective customers by working with the Inside and Field Sales teams

- Assures that proposals and contracts contain all appropriate terms and conditions for the level of support selected by the customer
- Assists in negotiation of contracts or licensing agreements

We offer competitive salaries, an excellent benefits package, telecommuting opportunities for some positions and a beautiful corporate headquarters overseeing the Bush River in Harford County, Maryland.

On site, our employees can take time from their busy days and unwind in our fitness center. At no cost to our employees, our fitness center includes a nice selection of stationary bikes, treadmills, elliptical machines and an all purpose multi-station gym.

Our 3rd floor break room is an ideal place to spend your lunch time with other co-workers. Fully equipped kitchen appliances and an ample selection of vending choices will give you a variety of options with lunches and dinners. A cable TV, air hockey and ping pong tables will unfortunately make your lunch break go by very fast. We are minutes away from many restaurants and “lunch places” and a few miles down the road from I-95.

To apply for this position please send your resume to humanresources@safenet-inc.com

SafeNet is an Equal Opportunity Employer

