



BUSINESS DEVELOPER MID MARKET

Eptica is a global leader in multichannel and multilingual customer interaction management software, covering the email, web, social media, web chat and agent channels. Its software helps millions of individuals worldwide to have meaningful conversations with businesses, improving the experience and deepening engagement.

Today, more than 400 organizations across all industries and in 15 countries rely on the power of Eptica's platform when talking to their customers. They include AXA, L'Occitane, Dixons Carphone, Crédit Agricole, Domestic & General, AirAsia, Hastings Direct, TUI, Debenhams, Capita and Ageas Insurance Solutions.



Eptica is committed to providing equal opportunities for all our employees to continue to develop personally and professionally.

So... Become an Eptician !

To develop and close business opportunities with new Eptica customers whether direct or managed through existing partners. This is a high touch role, predominantly focussed on sales that are either direct or "sell with" partner sales.

- Developing a sales strategy in the assigned territory or verticals.
- Building a qualified pipeline through prospection, industry event participation and marketing engagements.
- Effectively communicating with prospects on functional and technical requirements including mobility, product configuration, workflow, form design, web services, SaaS infrastructure, etc.
- Applying a thorough understanding of business practice, industry trends, and the competitive landscape to carry out a repeatable sales process.
- Incorporating functional and technical knowledge of our products and services, the customer, and key competitors into the sales process and using that knowledge to uncover customer needs and create value based solutions.
- Working effectively as an individual while also facilitating the sales opportunity by providing team-on-team leadership and orchestrating the internal and external resources needed to effectively manage the sales process.
- Maintaining accurate and up-to-date information in Salesforce CRM.
- Building trust with others by acting authentically and with integrity.
- Management of commercial terms and occasional negotiation of new terms.
- Manage customer information to assist invoice accuracy & prompt payment against the agreed terms.
- Adherence to Eptica sales process including accurate forecasting and reporting
- Prepare for, and contribute to, weekly Sales Meetings

Please send a cover letter and CV to: recrutement@eptica.com