



Monnit Customer Service Representative

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| Wage information: | Depending on experience. |
| Education: | College level courses preferred. |
| Experience: | 2-5 years in service/sales and previous account mgmt. preferred |
| Location: | Salt Lake City, UT - No remote office option available |
| Required travel: | Possible |
| Date: | Immediately |
| Correspondence: | E-mail careers@monnit.com only. NO CALLS OR DROP-INS accepted. |
| Schedule: | Full time: Monday – Friday 8:00am – 5:00pm |

Summary/Objective

Ready to join the industry leader in wireless-sensing solutions company focused on the Internet of Things (IoT) as a Monnit Customer Service Representative?! We are looking for self-starters with a desire to assist customers in solving their problems with Monnit solutions. At Monnit, CSRs are responsible for direct business-to-business support and sales and presents to all levels of influencers (C Suite to purchasing) and must be able to tailor communication and presentation approaches depending on the audience.

Job Responsibilities

- Gain a mastery of Monnit's growing product lines of sensors, gateways and software and intelligently discuss the products in a consultative manner.
- Understand customer goals and challenges and then establish Monnit's products as the best solution available.
- **Pipeline management is a must for this position.** Manage a large pipeline, including identifying top accounts, promising/developing accounts, and providing monthly, quarterly and annual projections.
- Develop, enhance, or refine sales pitches by vertical market based on information discovered during sales calls.
- Share with other team members information gleaned during the sales process that they can leverage as well with their accounts to achieve success.
- Consistently reach and exceed monthly sales goals.
- Responsible for customer follow-up
- Use excellent oral communication and best practices in customer service when interacting with customers

Skills/Qualifications

- Fluent in English and possess strong communication skills, as liaison with clients and colleagues is a large focus of the job
- Proficiency in typing at least 30WPM is required (you will be required to take a typing test)
- Have an aptitude for technical products
- Organized and possess a high level of administration ability
- Previous prospecting and appointment setting skills expected
- Provide exceptional customer service
- Ability to effectively set sales objectives and meet them
- Integrity, honesty and punctuality are expected
- Highly driven with an execution focus and strong sense of urgency
- Must be proficient with MS Office products (Excel, Word, PowerPoint, Outlook), and Net Suite

Monnit is an award-winning technology company considered a leader in the Internet of Things market, along with industry titans which include Samsung, Dell, Microsoft and Cisco. Please visit www.monnit.com for more details.