

**Job Title:** Sales Development Representative (SDR)

**Department:** Sales

**Reports to:** Client Services Director

## About Xynomix:

Established over 20 years ago, Xynomix continues to be regarded as one of the UK's leading Microsoft and Oracle database consultancies. As the database experts, we provide enterprise-grade managed services to businesses in the UK and beyond. Our dedicated DBAs proactively support the clients we work with, by ensuring their databases are kept current and secure. We're a technical and progressive organisation, with a keen desire to consistently deliver over and above for our customers. With newly refurbished offices and ambitious growth objectives, this is an exciting time to join a local company with an outstanding reputation. The next few years promise genuine opportunities for growth, and as a result, we are searching for the right candidate to join our friendly and ambitious team.

## Top reasons to work at Xynomix

1. We're renowned for delivering the best database consultancy in the market and have unrivalled customer retention and satisfaction rates.
2. We're a real team here – we respect one another, help each other out and have a laugh along the way. We're a happy bunch, who are flexible and family-friendly. Our company culture is the very reason we are able to deliver the exceptional standards that we do.
3. We've got big plans for growth and lots of projects to win and deliver. Now is a great time to join Xynomix.

In accordance with Data Protection, we require all job applicants to read our privacy policy which can be accessed here: <https://xynomix.com/wp-content/uploads/2020/07/Job-applicant-privacy-notice.pdf>

## The Role

The Sales Development Representative is responsible for introducing proactive new business, from new logos, to legacy customers and new channel partners. The SDR's main objective shall be to secure the introduction of leads to the senior sales team, the business development managers, with whom they will work closely. They shall be predominantly responsible for engaging with targeted customers using Xynomix's sales enablement tools and new business contacts provided by marketing.

## Responsibilities & Duties

- Identify and develop new opportunities with prospective clients and channel partners. Clients include Independent Software Vendors (ISVs), resellers and direct end users.
- Building relationships with new clients and channel partners, understanding their needs and developing relationships to identify potential new business opportunities.
- Understand Xynomix's target markets and follow appropriate strategies provided by the sales team leader and marketing to reach new business opportunities.
- Meet individual commission plan and personal development plan Key Performance Indicators.
- Continuous Professional Development in all Xynomix technologies, services offerings, solutions and the variety of partner's products and services that we provide.

## Sales Development Representative

- Work collaboratively with the senior sales staff to ensure that customer details, current environment details and technical requirements are recorded in Salesforce.
- Maintain and develop positive working relationships with new customers and channel partners
- Ensure clear and concise records are maintained on Salesforce, including any communication with all new leads through a number of communication channels - Email, Teams, phone and Google
- Attend conferences and events to build relationships with industry partners and networking opportunities, evolve skills and expand knowledge of the industry and products

**Essential Skills**

- Ability to sell ideas and services
- Excellent verbal and written communication skills on a technical and non-technical level
- Organised, with excellent time management skills and the ability to multitask
- IT proficient. Training will be provided for the products we use and the services we sell; however, confidence in understanding and using IT is required
- High level of attention to detail
- Good administrative skills
- Able to work both as part of a small team and independently
- A resilient approach to selling

**Desirable Skills**

- High level of technical understanding of the structure of typical enterprise technology deployments, best practices and product life cycles.
- Experience in using Google Suite, ie Gmail, Docs, Sheets etc and Salesforce
- Callout-focused work experience
- Channel sales experience

**Other Information:**

- Salary dependant on experience
- Commission package
- 25 days holiday, plus the standard bank holidays in England and Wales
- Work-based Pension (NEST)
- Use of company laptop and mobile phone
- Standard office hours 9am to 5:30pm, Monday to Friday with 1 hour lunch break (37.5 hours per week)

**In addition:**

- To work in line with our business ethic - Deliver Outstanding Service
- To work in line with ISO 27001:2013 Information Security practices, taking particular attention to both the GDPR and the UK Data Protection Act legislation
- Be part of knowledge share sessions to help strengthen the expertise of the business