

Pre Sales Consultant

Reports to: Manager: Products & Marketing

Employment Status: Full-time

Location: Bendigo or Geelong

Organisational Context:

Bendigo Telco was founded in the year 1999 by a group of Central Victorian businesses who recognised the need to challenge the existing regional telecommunications and technology landscape, which had been traditionally dominated by the large telecommunications companies. As such, Bendigo Telco was created to retain capital flows with regional communities, collaborate with businesses to create local technology capability and provide a customer service experience that is not obtainable from other service providers. These motives are as relevant today as they were when Bendigo Telco was established.

The Customer Experience & Customer Outcome Company

Our customer is at the centre of everything we do. The products we create, the technology we invest in, the systems we design and use, and the people we employ are all here for one reason; to provide the outstanding customer experience while delivering on the customers desired outcomes. As a key member of the team at Bendigo Telco, our staff will prioritise our customers' needs when performing all aspects of their role.

Position Description:

Forming a key part of our customer experience, the Pre sales Consultant works with our customers, our sales team and our technical engineering teams to design data, voice and cloud solutions in accordance with customer requirements. Customer solutions are comprised of Managed Wide Area Networks, Converged Voice Services, Hosted Cloud and Network Security products.

Duties and Responsibilities:

You will provide customers with value solutions, to meet their needs, within delivery capability through the:

- Maximise customer satisfaction through the development of trust and credibility
- Be a thought leader amongst your clients, providing technical expertise in the areas of data, voice and cloud services
- Work to gain a thorough understanding of client's current technical environment, challenges and considerations.
- Clearly articulate client's technical story back to the business to foster collaboration and a united approach to meet the client's needs.
- Develop and innovate effective solutions that leverage Bendigo Telco's product portfolio
- Work closely with the Sales team to maximise business opportunities
- Assess and evaluate risk and understand the implications of new technologies
- Maintain deep understanding in Bendigo Telco's products, platforms and technologies
- Clearly articulate the value of the solutions developed and how they differ from competitor offerings
- Deliver customer presentations where required
- Actively participate in post-sales activities including project evaluations, management and customer events.
- Contribute to the development of new principles, concepts and innovative solutions
- Build close working relationships with key Vendor partners
- Uphold and adhere to core values, guidelines, policies and procedures

- Represent the brand in a professional manner and provide excellent customer service to our internal and external customers.

Desired Skills and Experience

- Strong Pre sales experience in a customer facing role
- Minimum of 5 years industry experienced within defined area of expertise
- Ability to present to business and technical audiences
- Effective verbal and written communication skills to ensure clear and accurate communication with all stakeholders
- Demonstrated expertise in the assessment and communication of the value of solutions to clients
- Demonstrated skills in developing valued relationships with clients, suppliers, and industry leaders
- Effective negotiation and problem resolution skills to achieve a win/win situation
- Experience in dealing with customer, service and supplier issues
- Demonstrated work history of ethical business practice
- Ability to contribute to the overall goals of the organisation.

Competencies:

- A fundamental understanding of BT strategic product set and managed services, such as Network & Cloud.
- An understanding of the role that BT technology and solutions play in the achievement of our customers goals
- An ability to effectively engage with customers at all levels – from influencers to decision makers, and C level management.
- An ability to coordinate activities that involve resources from many different sources, such as technology teams, sales, service transition in order to develop a solution that best meets the customer’s needs
- Assist in developing a culture of teamwork and innovation within the department and throughout the company.

Special Requirements:

Offers of employment are subject to the candidate undergoing a successful police check

Authorities

Employee Name _____

Employee Signature _____ Date _____

Next Level Name _____

Next Level Signature _____ Date _____