

## Inside Service Sales Manager - Colombia

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Company: Juniper Networks

Location: Colombia

Category: other-general

At Juniper, we believe the network is the single greatest vehicle for knowledge, understanding, and human advancement the world has ever known.

To achieve real outcomes, we know that experience is the most important requirement for networking teams and the people they serve. Delivering an experience-first, AI-Native Network pivots on the creativity and commitment of our people. It requires a consistent and committed practice, something we call the Juniper Way.

### **Inside Service Sales Manager**

#### **Hybrid role from Bogota, Colombia**

The **Inside Service Sales Manager** is an experienced professional, integral part of the Juniper Americas sales team responsible to manage Inside Service Sales team in order to proactively renew expiring service contracts. This position is responsible for the daily sales activities of Inside Sales team, as well all people-management functions. Primary focus is achieving financial goals and providing people management Team responsibilities include database management, quoting and closing sale by obtaining purchase orders direct from customers, or from many partners and distributors.

#### **Team Responsibilities:**

Partners with SBM's and field sales in driving attainment of assigned team quota, primarily for maintenance renewals

Act as the primary point of contact for renewal-related inquiries, addressing customer concerns and objections while facilitating successful renewal negotiations.

Collaborate with customers, partners, and account teams to discuss and negotiate terms, pricing, and service options, identifying upsell and cross-sell opportunities.

Analyze available dashboards to manage renewal progress and identify areas to improve.

Responsible to make direct contact with customers, partners and distributors as needed to ensure timely receipt of renewal purchase orders

Ensure current and complete data in SFDC in order to drive accurate forecasting.

Interacts with various related teams to ensure positive customer experience; case resolution, database/entitlement management, problem resolution, order management, general inquiries.

### **Manager Responsibilities:**

Manage escalations and problem resolution of issues related to service renewals.

Measure individual and team performance to include goal/objective setting, general forecasting and measurement against sales goals.

Provide career development, training, coaching and technical development for both quoting and sales processes.

### **Required Skills/Experience**

Bachelor's degree or equivalent work experience, with 5 years of service sales business experience preferred

Strong interpersonal skills with 2-4 years of experience in management of a sales team

Strong attention to detail with ability to organize and work on multiple projects.

Demonstrated financial, operational, analytical, and decision-making skills.

Solid verbal and written communication skills.

### **Education:**

Bachelor's degree or higher or equivalent work experience

### **Skills:**

SAP, SFDC, PowerPoint, Excel and Word and Tableau preferred.

## ABOUT JUNIPER NETWORKS

### WHERE WILL YOU DO YOUR BEST WORK?

Wherever you are in the world, whether it's downtown Sunnyvale or London, Westford or Bangalore, Juniper is a place that was founded on disruptive thinking - where colleague innovation is not only valued, but expected. We believe that the great task of delivering a new network for the next decade is delivered through the creativity and commitment of our people. The Juniper Way is the commitment to all our colleagues that the culture and company inspire their best work-their life's work. At Juniper we believe this is more than a job - it's an opportunity to help change the world...

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