



JOB DESCRIPTION

SALES DEVELOPMENT REPRESENTATIVE (SDR)

About Us

FirstWave, a leading Australian global cybersecurity technology company, has delivered cybersecurity-as-a-service solutions since 2004, in line with its mission to democratise enterprise-grade cybersecurity-as-a-service for the SMB market. In an increasingly connected and vulnerable digital world, FirstWave believes that safe business is good business and that every business should have access to enterprise-grade cybersecurity.

FirstWave's infrastructure, management and security processes are certified to ISO 27001 Information Security Management System Standard and ISO 9001 Quality Management System Standard.

With its recent acquisition of Opmantek, FirstWave has expanded its portfolio of solutions to include automated network management and IT audit offerings, and opened access to the North American market through Opmantek's existing managed services partner network.

FirstWave Cloud Technology is committed to attracting and nurturing brilliant individuals to create a dynamic and welcoming workplace. We redefine delivery economics and provide an end-to-end suite of cyber security services unmatched in the market.

About the Role

We are looking to grow our sales team to find a bright, hardworking Sales Development Representative (SDR) who can help develop our outbound strategy and drive new customer acquisition. The role will be critical in expanding our presence in a range of markets, finding niche verticals to target, identify and convert prospects into sales opportunities, and close deals. It is an excellent opportunity for a self-starter with a hunter attitude looking to grow their sales career at a fast-paced tech company.

About You

You will have a positive phone presence and be able to think on your feet while presenting a confident pitch to engage the opportunity. You will love problem-solving and have a natural curiosity to learn and work with prospects. Your ability to contact and connect with potential customers, find qualified leads, and ultimately build our book of business.

You will work closely with Sales, Marketing, Product, and Customer Success teams to create compelling messaging and gain first-hand training, learning all stages of the sales cycle, while helping us communicate the value of FirstWave product suites.

Qualifications / Skills

- College or bachelor's degree preferred.
- 2+ years' experience, with a proven record of accomplishment in sales of tech, software, or MSP related services.
- This role is 100% focused on NEW business development.
- Must have experience (preferably employed now) doing/making 100+ calls per day to set up Account Managers meetings.
- Bonus, if you have spent time at companies like By Appointment Only (BAO) or others.
- Expert knowledge of outbound digital sales tools (LinkedIn, DiscoverOrg/ZoomInfo, Salesforce, etc.).
- Excellent written and verbal communication skills are essential, as well as strong listening skills.
- Ability to multi-task, prioritise and manage time effectively.
- Tenacious, hardworking, highly organised and self-motivated, able to work collaboratively with others, responsible, punctual, friendly, and enthusiastic.

Responsibilities / Duties

- Spearhead the growth & adoption of FirstWave products with enterprise customers.
- Leverage taught sales techniques to maximise customer interactions using your influencing skills to set up qualified appointments.
- Create a phenomenal first impression with our prospects and customers by providing them with a positive experience.
- Qualify prospects/accounts through email, phone, social selling, etc., as leverage prospecting tools to research companies and identify critical decision-makers.
- Work closely with our Account Managers to help them close accounts and accelerate pipeline growth through creative and strategic outreach campaigns to increase customer interest and excitement in FirstWave products.
- Achieve organisational goals and team objectives.
- Swiftly respond to and qualify inbound enquiries, working with the product marketing team to refine and optimise our lead nurturing process to build interest in FirstWave products.
- Understand the product technology enough to provide a high-level introduction.
- Explain the product suite and educate prospects and potential customers on the range of products.

- Identify prospect needs, suggest appropriate solutions, and provide detailed feedback to the sales, marketing, and product teams through reporting and the Salesforce platform.
- Stay up to date with industry trends, product releases and development, competitive dynamics, and new offerings.
- Manage all contacts, prospecting, account development, opportunities, and customer interactions through Salesforce Software.

If you feel that you understand this role and are prepared to take on this crucial responsibility, we would love to work with you.

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- Please detail in your cover letter your current salary, salary requirements for a new role, and the amount you made in your last full year of sales, and send together with your resume to Ruth Sloley at jobs@firstwavecloud.com
 - Application Deadline: 09/09/2022
 - Locations: Sydney or Melbourne
 - Job Type: Full-time
 - Must be an Australian citizen or have permanent residency to apply. Sponsorship will not be considered