

ALLDATA - THE COMPANY OF CHOICE | Als Teil der AutoZone[®]-Gruppe sind wir der führende Anbieter von KFZ-Reparaturinformationen/-lösungen für den Automobildienstleistungssektor. Reparatur- und Karosseriewerkstätten in ganz Europa und Nordamerika vertrauen auf unsere Softwareprodukte. Für die Entwicklung mobilfähiger Produkte und Services möchten wir ein schlagkräftiges Team zusammenstellen, das mit Hilfe neuester Technologie Softwareprodukte der Spitzenklasse kreiert. Sind Sie dabei?

DACH INSIDE SALES MANAGER (M/W)

POSITION SUMMARY:

The DACH Inside Sales Manager will be responsible for planning, designing, implementing and executing all necessary activities for the successful leadership and management of the DACH inside Sales team in order to meet or exceed sales target quotas. Primary focus is leading, managing, coaching and working with ALLDATA Inside Sales Representatives, selling direct to independent workshops. This role is responsible for creating, documenting and managing daily and weekly sales activities using our salesforce automation tools and reporting, ensuring each Sales Representative creates a sales pipeline and manages activities to their job profiles. The DACH Inside Sales Manager will also be responsible for leading, managing and coaching each sales rep on the ALLDATA software solution sales process as well as working with ALLDATA customers, partners, ALLDATA business systems, cross functional teams and other disciplines.

This role will report directly to the Vice President Sales and Support. This role is accountable for performance of the DACH inside Sales Team and is expected to provide reporting and advice on strategic opportunities for performance and growth. Additional expectations include implementation and reinforcement of policies, processes and procedures required by ALLDATA including certifications, internal systems and tools, training needs, and tracking for regional and territory performance and quota attainment.

JOB RESPONSIBILITIES - OTHER DUTIES MAY BE ASSIGNED:

- + Understand, documents and execute proven standards for the strategic and tactical leadership and management of the assigned ALLDATA Sales Representatives including adherence to all proven/applicable processes, procedures and standards- including Sales Forecasting, Pipeline Management, and Solution Sales methodologies utilizing ALLDATA Dynamic Consultative Selling (DSS) skills required by ALLDATA.
- + Collaborate with key partners in DACH to build and execute sales leads programs such as joint Ride alongs and partner shop events, to assist the DACH inside sales team to achieve quota.
- + Provide clear, direct contact communication with all direct reports, as well as, executive management, other cross functional teams, support groups, customers, and others as required.
- + Adhering to all ALLDATA Performance Management Cycles and Guidelines, including the entire process of coaching and counseling an employee. To include corrective actions, assisting in the creation and management of Sales Territory Plans, Sales Quotas, and managing sales performance and compliance, including utilization of all approved systems and tools, and managing to published KPI metric reporting, tracking and control.
- + Assisting, creating and reviewing Sales Plans, Sales Forecasts, and Pipelines.
- + Conduct performance observation and coaching via Sales Call Operation Reporting Evaluation (SCOPE) and ensure quality reviews that improve individual sales representative performance.

- + Provide leadership, coaching and ongoing development of all Sales Representatives with respect to product knowledge, solution selling /challenger selling, sales activity, forecasting, pipeline management, MSD workflow process reviews, activity requirements and managing required work and exceptions to normal processes.
- + Ensure Sales Representative Position Profiles are followed, including activity objectives, ongoing implementation and coaching, and that best business practices and processes are followed to produce desired results, including 100% activity-MSD implementation.
- + Attract and retain talent and remove non-performers according to ALLDATA/AUTOZONE Policy.
- + Track the progress of all Sales Representative reported issues, business related, as well as product software and/or data errors.
- + Ensure all Sales Representatives are trained on all aspects of the products they sell, and identify and implement training as required to improve individual and team performance.
- + Share with team, all communications regarding ALLDATA, its products and systems.

SUPERVISORY RESPONSIBILITY:

This position reports directly to the VP of Sales & Support.

Skills and Requirements:

EDUCATION:

- + Degree preferred and/or 5 years equivalent work in Sales/Business Management.
- + Knowledgeable in current application of Software Solution Selling preferred.

EXPERIENCE:

- + Requires a minimum of 2-3 years of business management experience.
- + Requires 3-5 years' experience managing a direct sales team to performance activities.
- + Automotive industry preferred.
- + Experience with online meeting software platforms such as WebEx or Join.me.
- + Experience with sales CRM programs, Microsoft Dynamics preferred. Intermediate to advanced computer proficiency.
- + Strong business acumen and understanding of software applications.
- + Must speak German and English

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- + Position is located in Cologne Germany

PHYSICAL DEMANDS:

None

