

JOB TITLE – TEST ANALYST

Position reports to : Sales Manager / Team Lead
Direct Reports : Not Applicable
Office Location : Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Retain and grow the market of an international, world class financial software products. This role is approximately 70% looking after existing customers, and 30% generating new business. The Graduate - Sales' mission is to provide support to the Sales team and customers, upsell and cross sell, as well as assist with new business development of our products and services in line with revenue targets.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Sales

- Achieve revenue and GP targets as per sales plan.
- Manage sales and renewal pipeline and activities accordingly.
- Develop and maintain excellent product knowledge to ensure our products are well represented in the market.
- Adopt the Caseware Africa sales methodology, attend sales meetings to report on progress against sales plans, log every interaction on Salesforce.com and prepare sales feedback reports as required.

b) Customer Management

- Deliver on customer retention targets through continuous value creation of the solution experience.
- Prepare timeous quotes, proposals and follow ups in response to customer's needs.
- Ensure that our customers have the best possible customer experience.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Completed Matric and relevant Degree
- Good computer literacy Experience
- Accounting background preferable

KNOWLEDGE & SKILLS

- Organised, focused and deadline driven.
- Problem solving skills and ability to deal with potentially difficult customers.
- Mature individual with high level of emotional intelligence.
- Good computer literacy in general and specifically with MS Office.

ATTRIBUTES

a) Personal Attributes and Qualities

- Positive attitude
- Excellent verbal and written communication skills
- High level of professionalism
- Well-developed problem-solving skills
- Self-starter who is highly motivated
- Show initiative and take accountability
- Ability to multi-task and work across multiple projects

APPROVAL

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof,

Product Executive

Date

Test Analyst

Date

