

## **Sales Associate Job Description**

Based in our Silver Spring, MD headquarters. The position can be full-time / part-time and includes the option of partial telework.

### **Pre-sales Support:**

- Acting as the primary Point of Contact (POC) for Inflectra sales inquiries coming in by phone
- Provide pre-sales support in conjunction with the Sales Team to drive opportunities through the sales cycle to the ultimate closure
- Assisting, as required, in fielding, handling, and/or distributing incoming leads
- Assisting the Sales Team in scheduling product demonstrations with prospects
- Assisting the Sales Team in managing individual accounts post-demo: Following up with customers to assist with trial and/or product evaluation; tracking activities and enriching client (and trial) data in Pipedrive
- Answering product-related phone and email inquiries
- Remaining knowledgeable and up-to-date on Inflectra's products, industry changes and the competitive landscape.

### **Post Sales Nurture:**

- Working with Inflectra's Account Managers, Expansion and Customer Success teams to check in with key clients and look for cross-sell and upsell opportunities
- Assisting the Customer Success Team is the product upsell (increasing the number of users) and cross-sell (introducing new Inflectra platforms into the customer's ecosystem) initiatives
- Assisting the Customer Success Team with customer check-ins, ongoing communication, and follow-up
- Assisting the Accounts Managers in follow-up on invoices, PO, late payments, reminders, service suspension notices, etc, as required

### **Administrative Support:**

- Assisting our business development teams with scheduling conference travel, booking hotels and packing/shipping supplies for conferences and other events.
- Providing general administrative support for our business development teams as needed.

### **About Inflectra**

Founded in 2006, Inflectra is a market leader in software test management, test automation and application lifecycle management space. The company is headquartered in the Washington, DC Metro Area, but has offices in over 10 countries. Known globally for its legendary customer support, Inflectra

makes turn-key solutions that address many challenges in software test management and QA, test automation and product lifecycle management.

## Why Work for Inflectra?

**Great Products:** We love building great software and tools for our customers. We enjoy (mostly!) getting feedback from users for ways to improve our products, make them easier to use, more powerful and better at satisfying their software development, testing and project management needs.

**Great Team:** We operate the company without unnecessary drama, “red tape” or bureaucracy. We don’t hold pointless meetings, if some people need to discuss, we just gather round a whiteboard or web meeting until everything is decided. All of our team works together to solve problems and no one cares who should get the credit. We succeed as a team or not at all.

**Great Workplace:** Lots of companies talk about being family-friendly or providing work-life balance. Many of our employees used to work at other software companies where lip service was paid to such things. At Inflectra we decided to run the company in a different way. We provide all employees (whether part time or full time) with good benefits including health insurance, retirement plans and generous vacation days. But flexibility is also more than just what’s written in the benefits handbook, it’s also the ethos of the company. We don’t track vacation days, so if someone needs a couple extra, no one cares. We have employees working different schedules, and if someone is running late due to family issues, or needs to work from home to take care of personal business, no stress, no problem!

**Great Community:** We are committed to expanding the opportunities and frankly fun that can be had with a career in the software industry. Several of our employees are not career developers, testers or even marketers. Some of our best employees used to have other careers: social justice, hardware testing, public policy, real estate and being a stay at home parent.