



Sales Director

A leader in experience management (XM)

Job Information

Hiring Company

Service Management Group GK

Job ID

1176564

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Yamanote Line, Hamamatsucho Station

Salary

Negotiable, based on experience

Refreshed

November 27th, 2021 00:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The Company: SMG (Service Management Group) is a leading global firm for CX (Customer Experience) and EX (Employee Experience) management.

We are a catalyst for change, providing actionable customer and employee insights that boost loyalty and drive business outcomes. Our unique model puts a dual focus on platform technology and professional services — making it easier to collect, analyze, and share feedback and behavioral data across the enterprise. Established 30 years ago in the USA, SMG has maintained an excellent company culture with a fun and collaborative environment.

Position Summary:

SMG is looking to add an experienced, motivated and inspiring top-performing Sales Director to play an integral part in

accelerating SMG's growth through initiating, developing, and closing new client partnerships.

This position acts as a CEO of their own vertical—knowing their industry target inside and out—and uses that drive to know more and do better. You should be a fierce competitor, but also a team player who recognizes and appreciates success in others. SMG inspires experiences that improve people's lives. We are a catalyst for change, providing actionable customer and employee insights that boost loyalty and drive business outcomes. Our unique model puts a dual focus on platform technology and professional services—making it easier to collect, analyze, and share feedback and behavioral data across the enterprise.

This position is an individual contributor, focusing on new customer acquisition, reporting to Managing Director.

Responsibilities:

- Develop an understanding of the target organization's structure, buyers, pain points, key buying influences, program needs and timing, competitor incumbents and more.
- Lead qualified discovery meetings for assigned industries and manage a pipeline and forecast in order to drive sales opportunities to closure against a sales quota.
- Obtain business intelligence on target organizations utilizing various methods that include cold calling, warm lead follow-up and various research methods including third party data providers.
- Document in CRM the details of qualified leads to clearly communicate client profile, buyers and current needs and timing.
- Maintain data integrity in the CRM through ongoing data cleanup, management and enrichment.
- Conduct regular sales alignment meetings to review progress against named account strategies and tactics.
- Travel to relevant industry conferences and tradeshows to represent SMG.
- Work closely with the Marketing team to create individualized campaigns and other support needed for outbound campaigns.
- Continue to grow and increase sales skills and knowledge of SMG offerings and assigned industries.
- Collaborate with sales leaders and team members to identify named accounts for outbound prospecting.

Required Skills

Qualifications:

- University degree in marketing, business or related field
- 5-10 years of business development and/or B2B sales experience, preferably at a technology company, with proven ability to deliver consistently strong and measurable results
- Excellent spoken and written communication skills (Native-level Japanese as well as Business-level English preferred)
- First-class presentation and software demo skills
- Strong interest and passion for Experience Management (CX and EX)
- Accountability for sourcing pipeline, bookings, and closings
- Comfortable performing against a variable compensation model
- Strong relationship building skills
- Experience with CRM and marketing automation systems to generate, capture, nurture, track and report on leads, conversions and ROI
- A collaborative team player
- Proficient in Microsoft Office product suite, particularly PowerPoint skills must be excellent

Preferred Attributes:

- A customer-centric mindset (internal and external customers)
- Strong analytical and critical thinking skills
- Strong listening, probing and influence skills
- Sense of urgency to complete assigned tasks against deadlines and goals
- Self-motivated, hardworking and committed to your own success
- Detail-oriented with strong attention to follow-through
- Confident, creative, curious and high energy
- Truthful with accountability to mistakes or lagging performance

Additional information:

【勤務地】

東京都港区浜松町2-7-16 第3小森谷ビル9階

- アクセス：JR「浜松町駅」から徒歩5分
- 転勤：なし
- 受動喫煙対策：就業場所全面禁煙

【雇用形態】

正社員

- 試用期間：6ヶ月
- 年俸制（12分割して月給として支給）
- 昇給：年1回

【就業時間】

9：00～18：00（休憩時間60分）

（テレカンの都合上、基本自由度があります）

【休日休暇】

年間休日125日

- 有給休暇：初年度10日（7か月目～）
※入社後、日本の法律に基づき初年度10日、その後15日まで、一年に1日ずつ増えていきます。
- 完全週休二日制（土日祝）
- 夏季休暇
- 年末年始

【諸手当・福利厚生】

- 交通費全額支給
- 裁量労働制
- 社会保険：健康保険、厚生年金、雇用保険、労災保険

Company Description

SMG is the industry's only software with a service (SaaS) provider—combining an end-to-end XM platform with hands-on professional services to help brands improve customer, patient, employee, and brand experiences.

Platform Technology + Professional Services

Customer wants and needs change fast. Your competitors are innovating, too. If you're not listening to customers and making changes based on their feedback, there's no way you can keep up. As a leading experience management (XM) firm, SMG helps you get smarter about your customers and employees to drive changes that boost loyalty and improve business performance. We combine technology and services to collect, analyze, and share feedback and behavioral data—so it's easier for you to deliver and activate customer insights across your enterprise.

- **Technology**
We live on the cutting edge of cutting edge. Our in-house experts fixate on powerful, flexible, repeatable, and accessible solutions for your dynamic industry.
- **Services**
Business data deserves a personal touch. Meet the ridiculously smart and seriously dedicated researchers, gurus, and share-it-alls behind SMG.
- **Insights**
Data is just...data until it's turned into insights. We see opportunities where others see numbers so you can see real, actionable outcomes.
- **Culture**
Employee engagement starts at home, with a strong respect for what our own staff brings to the table and how they can best help you.