



CallerReady

Sales and Client Success Engineer

Company Description

Founded in 2010, headquartered in Pittsburgh, Pennsylvania

CALLERREADY IS THE GO-TO PLATFORM FOR MARKETERS LOOKING TO SCALE THEIR BUSINESSES WITH MOBILE CONVERSATIONS

Help businesses grow by connecting their sales people with prospects faster and more efficiently. The CallerReady platform offers performance marketers highly effective Lead-to-Call Marketing Automation tools and the Pay-Per-Call Marketplace Platform for managing pay-per-call businesses. Phone call automation and dynamic call distribution technology help businesses cost effectively convert sales leads into productive sales conversations. Best in class reporting, attribution, and data sharing are a key part of the system which enables reporting information for marketing departments with multiple levels of granularity (advertisement, campaign, and session level); as well as call center and agent performance reporting for sales organizations. Leading Agencies, Marketers, and Businesses leverage customized and secure user roles to ensure the right data is displayed to the right people to optimize and grow their businesses.

Join us in the evolution of the premiere call marketing platform, we encourage your input and contribution to our success.

Job Description:

Do you share a passion for technology and business? Do you want to help performance marketers and large advertisers make intelligent business decisions and absolutely love where you work? As a CallerReady Sales and Client Success Engineer you will serve as a trusted advisor throughout the CallerReady sales and client success lifecycle, with an emphasis on tying business objectives to technology solutions. Helping business users, development teams, and C-level executives all understand how CallerReady can and will help their specific businesses deliver the best results - across all touch points. Work directly with sales and client success to showcase the value proposition of the CallerReady platform - understanding the technical, lead flow, call center, and sales processes of a prospect's business, scoping strategic solutions to solve their challenges, deepening key relationships and helping them grow their businesses with marketing/sales technology and automation. Join a fast growing, team and make an impact across our organization. It's an exciting time to join CallerReady.

Do these things interest you? You will:

- Serve as the technical lead and owner of technical solution strategy, implementation and on-going expansion and refinement of client implementations.

- Collaborate with Sales throughout the sales process participating in the development and delivery of sales pitches, demos, and supporting materials. Play a key role in defining the technical requirements, leveraging an in-depth knowledge of the marketing automation and ad tech industry and our major competitive differentiators.
- Collaborate with Client Success to identify and uncover customer business goals, needs, and pains -- and how clients can expand their utilization of CallerReady to grow their businesses. Proactively anticipate opportunities to expand or improve and also risk areas.
- Lead the technical documentation of client requirements and the implementation and day-to-day management of CallerReady implementations, integrating into our customer's technology stack - ensuring early customer and on-going success and a long-term business relationship.
- Help to ensure continuity of an amazing customer experience throughout the client lifecycle for long-lasting productive business relationships.
- Own responsibilities for designing, building and maintaining CallerReady demo systems to enable our sales executives to deliver targeted, persona-based, business-value driven presentations.
- Find ways to continually maximize efficiencies in the technical sales process, new customer setup, training, and on-going account support.
- Collaborate closely with Development team to help influence product roadmap based on market/customer requirements.
- Act as a technical subject matter expert on best practices, benefits, and capabilities of advanced features, integrations, and custom solutions to solve unique client challenges.
- Stay on top of customer feature requests, industry news, technology products, platforms and partners to ensure you and your team provide and maintain a deep industry and ecosystem expertise.
- Contribute to and update the technical documentation for how to implement CallerReady on client web sites and integrate through the APIs.

What we look for:

- Personable, solutions oriented, creative thinker and problem solver.
- Energized by getting into flow of detailed technical tasks and also by teamwork and communication.
- Fast learner with a strong desire to exceed expectations. You have a demonstrated and proven capacity to quickly absorb new concepts and technologies.
- You thrive under uncertain, high pressure, and high impact conditions.



- Very comfortable with logic, process flows, and creating diagrams of processes.
- You have an extremely high attention to detail in your technical implementations with the ability to test your own configurations prior to passing it along for additional testing from quality assurance.
- You have excellent communication skills and can track and respond to technical concepts and questions in group meetings and clearly summarize functional capabilities.
- You can easily relate complicated concepts to non-technical people, while also being able to speak to highly technical people.
- Client focused, solutions oriented, creative problem solver with a desire to exceed expectations.
- Self-disciplined and able to stay organized and focused while successfully juggling multiple priorities and overlapping projects.
- Bachelor's Degree in Computer Science, Business, or Engineering preferred.
- Experience coding client-side web site pages with JavaScript, HTML and CSS.
- You have strong presentation skills.
- Familiarity with online marketing automation, advertising technology and systems preferred

When applying, please include your preferred salary structure and your most recent compensation.