

Account Directors, Contact Centre Solutions

During ongoing Business Development activity, we spoke to the Sales Director for a Systems Integrator who, at that time was responsible for growing sales and revenues for Contact Centre Solutions across Europe.

He had been looking to bring on some high calibre Account Directors who know the industry and had a track record of closing large complex CCS deals.



At the time we first contacted this Sales Director he had, unsuccessfully, been searching for three Heads for over 8 months. Although he had seen and interviewed numerous candidates in that time he had only managed to fill one position.

When we spoke to him he was very frustrated that none of the recruiters he was working understood his requirement. He had been inundated with countless CVs of people with no relevance to what he was looking for. The few candidates who had some relevance really were not good profiles.

I managed to convince this person that our experience in this area meant that we had a very strong knowledge base of the CCS market and some good contacts. We arranged a video conference to discuss the requirement and agreed terms.

We were asked if we could help identify the right profile for this role as we had previous experience with this. The challenge here is that when Contact Centre Solutions sales positions are advertised, the most common result is Infrastructure sales rather than solution sales, the reason for this is that mostly CC Solution Sales people are simply not active on the market.

We had already been working on similar position for another client and therefore could very quickly qualify two or three people for this role and get a benchmark for the right skills and experience required by our new client.

The initial result was that out of the three profiles we forwarded one was a good match for our client and this person was subsequently hired. This gave enough detail to conduct a new search for the second position and we were quickly able to identify a person with the right skills and experience. We were able to make the introduction and this person was subsequently hired.

Our client had been looking for an extensive period and getting nowhere in filling two out of three openings, we were able to close these other two positions in under two months.

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