

# SafeSend Returns Sales Associate

## About SafeSend

At SafeSend, we are automating the tax and accounting profession with innovative, emerging technologies. We help accounting firms and tax practitioners work more efficiently and better serve their clients. We are driven by our vision and are always on the lookout for talented, team-oriented people who want to help us continue to push forward. Join us and work in an exciting environment, with some of the brightest and most creative people in technology!

## Opportunity Overview

As a **SafeSend Returns Sales Associate**, you will become an expert with our award-winning SafeSend Returns offering, and the value and benefits it delivers to our accounting firm customers and their clients. You will be responsible for obtaining new sales opportunities and performing revenue-generating activities through inbound lead follow up and warm outbound calls. You will also conduct research to identify business opportunities and establish and maintain strategic relationships based on leads. Since relationships are developed virtually, rather than in person, the position requires a unique set of skills, including a high level of computer proficiency, phone skills, and the ability to build rapport during client calls without the benefit of face-to-face interaction.

## Responsibilities

- Manage the sales process from start to close including handling objections, sales negotiations, and EULA concerns
- Cultivate and manage new and existing relationships with customers to drive new sales
- Prepare SafeSend Returns sales reporting and forecast data for assigned territory/clients
- Generate leads and work sales cycle through multiple channels, including networking, research, knowledge of territory/domain, firm lists, sales campaigns, trade show and webinar attendee lists and existing client base of other SafeSend products
- Achieve monthly, quarterly, and annual sales goals which may include revenue targets, number of accounts closed, number of prospective customers placed in a demo, and/or other metrics
- Adhere to CRM best practices including capturing critical firm info such as tax compliance system in use, total # of returns prepared, paper v electronic delivery, etc.
- Prepare product quotes, pricing and product information
- Achieve monthly, quarterly and annual sales quotas
- Resourceful with a “do what it takes” attitude to drive the close

## Qualifications/Skills

- 2-5 years of successful sales experience, preferably in the tech industry
- High school diploma required; college degree preferred
- Ability to stay self-motivated and work independently as well as in a small team environment
- Track record of success with inside sales and exceeding quota/goals
- Strong relationship building, negotiation, and interpersonal skills

- An ability to communicate and deliver presentations effectively with decision makers
- A positive/winning attitude, highly collaborative and team oriented
- Knowledge of professional tax preparation and accounting firms a plus
- Strong organizational skills to manage projects, respond to requests and ensure timely follow-up
- Exceptional communication, listening and presentation skills
- Demonstrable examples of initiative and persistence, with a positive, energetic, and competitive attitude
- Experience with Salesforce CRM software preferred

### **Why join SafeSend?**

We love serving our customers, making technology tools that help people, and being part of a vibrant organization that is team oriented. These characteristics are part of the reason our flagship solution, SafeSend Returns® is a multi-year technology innovation award winner. We deliver on our promise to offer best-in-class software design and customer service.

We offer a competitive compensation and benefits package including company-paid health benefits, company-matched 401 (k) plan and Section 125 plan. We provide an environment that encourages a healthy lifestyle promoting work/life balance and overall employee well-being. We also offer paid vacation time off, sick leave and holidays. Our new Ann Arbor office is where we plan to continue to grow and we are looking for new team members to contribute to our culture and makes us an even better organization.

For immediate consideration, submit your cover letter and resume to [careers@safesend.com](mailto:careers@safesend.com) and reference **SafeSend Returns Sales Associate** in the subject line.

SafeSend is an EEO and Affirmative Action Employer of Females/Minorities/Veterans/Individuals with Disabilities. All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state or local law.