

JOB TITLE: Q-Team Representative

LOCATION: San Antonio, TX

PEER 1 Hosting is one of the world's leading IT hosting providers. The company is built on two obsessions: Ping & People. Ping, represents its commitment to best-of-breed technology, founded on a high performance 10GB SuperNetwork™ connected by 17 state-of-the-art data centers, 21 points-of-presence and 10 colocation facilities throughout North America and Europe. People, represents its commitment to delivering outstanding customer service to its more than 10,000 customers worldwide, backed by a 100 percent uptime guarantee and 24x7x365 FirstCall Support™. PEER 1's portfolio includes Managed Hosting, Dedicated Servers under the ServerBeach brand, Colocation and Cloud Services. Founded in 1999, the company is headquartered in Vancouver, Canada, with European operations headquartered in Southampton, UK. PEER 1 Hosting shares are traded on the TSX under the symbol PIX.

Our San Antonio office is seeking an ambitious Q-Team Rep to join its growing and dynamic sales team!

GENERAL SUMMARY

The Q-Team Representative will greet, qualify, and properly sort all inbound sales leads via chat (Liveperson), telephone, email, and web forms and distribute those leads according to the criteria outlined in the Q-Team Rules of Engagement (Q-ROE). In addition, complies with the policies and procedures of the sales department, including Rules of Engagement (ROE).

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The Q-Team Rep:

- Greet, qualify, and sort inbound sales leads via chat (Liveperson), telephone, email, and web forms.
- Initial target: 80 Qualified Leads per month.
- May be required to nurture lost Leads, lost Opportunities, and rejected Leads, and assist the Outbound Sales team with proactive Lead generation (i.e., cold calls to set sales appointments).

MINIMUM QUALIFICATIONS

- Proficient with chat software and Salesforce.
- Previous Q-Team experience desired.
- Excellent customer service, task management, and organizational skills.
- Excellent follow-up skills.
- Excellent customer relations and communication skills.
- Outgoing, go-getter, team player.
- Ability to manage multiple activities/projects.
- Willingness to work with members or group to achieve common goal.