

Vice President of Sales, North America

Synerion North America Inc. is a serial award-winning leader in Cloud Workforce Management Software with over 40 years of experience. With over 1M users sold and thousands of customers we are super proud to boast a 4.7/5 online user rating. Synerion software encompasses innovative features such as time and labor tracking, advanced scheduling, absence management, labor allocation, timesheets, and core HR functionalities. Transform the way you manage your workforce—partner with Synerion for unparalleled efficiency and innovation.

We are currently seeking a full-time Vice President of Sales, North America to oversee the Sales function in the growing North American market.

The successful candidate will be responsible leading sales efforts, managing accounts, overseeing sales operations, driving sales management, and spearheading business development initiatives across Synerion's North American market.

Under the supervision of the Chief Executive Officer, the duties and responsibilities of the Vice President of Sales North America include, but are not limited to, the following:

Strategic Leadership:

- Lead and execute the North American sales strategy, setting specific quarterly or annual sales goals;
- Develop sales opportunities to expand sales revenue in the North American market;
- Manages sales budget, optimizing resources to achieve objectives and ensure sales and productivity goals are met; and
- Building strong and collaborative relationships with other internal stakeholders.

Team Leadership:

- Manage and lead a team of Sales and Business Development Representatives, providing; guidance, support, and performance management to ensure high-quality service delivery;
- Foster a positive and collaborative team environment, promoting continuous learning and professional development; and
- Set clear performance goals and expectations for the team, regularly monitoring and providing feedback on individual and team performance.

Customer Relationship Management:

- Your team will serve as the primary point of contact for key customers, building and maintaining strong relationships based on trust, professionalism, and effective communication; and
- Collaborate with cross-functional teams, including Professional Services, Product, and Technical Support, to ensure alignment in customer service and support efforts.

Sales Training and Support:

- Oversee the training and onboarding of new representatives, ensuring they have a comprehensive understanding of our products and services.

Reporting and Analysis:

- Generate regular reports on sales metrics. Knowledge of Salesforce.com an asset;
- Analyze customer feedback and data to identify trends, opportunities for improvement, and areas of excellence; and

- Present findings and recommendations to the executive team to drive continuous improvement and growth.

Other

- Other duties as assigned.

The successful candidate will possess the following qualifications:

- Proven experience in a sales leadership role, preferably in the software or technology industry;
- Bachelor's degree in business administration, Management, or a related field from an accredited college or university;
- Excellent leadership and team management skills, with a track record of building and motivating high-performing teams;
- Strong customer focus and the ability to build and maintain positive relationships with clients;
- Exceptional communication and interpersonal skills, with the ability to effectively communicate complex ideas and influence stakeholders;
- Analytical mindset and the ability to leverage data and insights to drive decision-making and process improvements;
- Proven problem-solving skills and the ability to handle customer escalations with professionalism and empathy;
- Proficiency in customer service software systems and tools;
- Demonstrated ability to work in a fast-paced, dynamic environment and manage multiple priorities.
- Must be able to legally work in the USA or Canada and
- Must be able to travel across North America on a regular basis.

What's in it for you?

The position offers a competitive employment package and compensation commensurate with experience in a friendly and collaborative work environment.

- **Salary Range:** \$100,000 to \$200,000 base salary plus variable compensation
- **Location:** Hybrid position based out of a Synerion office in North America

Kindly forward your resume and with cover letter via email to careers@synerion.com

Synerion is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Synerion welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the recruitment and selection process.

For more information, check us out online at www.synerion.com.