

JOB TITLE: *Inside Sales Executive (ISE)*

CLASSIFICATION: *Exempt*

REPORTS TO: *Chief Sales Officer (CSO)*

COMPANY OVERVIEW:

Clearwater is the leading provider of enterprise cyber risk management (ECRMS) and HIPAA compliance solutions to the healthcare industry. Clearwater's IRM|Pro™ Software as a Service (SaaS) and professional services enable Customers ranging from regional hospitals to major Integrated Delivery Networks (IDNs) to reduce likelihood of a data breach, save time and money, and meet HIPAA compliance requirements by providing visibility to the unique threats and vulnerabilities applicable to their organization, and delivering actionable insights to improve their cybersecurity posture.

Clearwater has built a market-leading reputation, earning the 2018 Best in KLAS winner in Cybersecurity Advisory Services and the 2017-2020 Black Book Marketing Research winner in Compliance and Risk Management Solutions. Major Customers include Advocate, Trinity, OhioHealth, Sentara, UVA, University of Miami, and CHRISTUS.

In January 2018, Altaris Capital Partners made a significant investment in Clearwater to support future growth. Altaris is a private equity firm focused exclusively on the healthcare industry with \$2.4B of equity capital under active management. Fueled by this recent funding, Clearwater is in the process of implementing an aggressive strategy to capitalize on the rapidly growing market demand for its risk management solutions.

POSITION SUMMARY:

The ISE will focus on pipeline development and new customer acquisition. This position involves cold calling new potential clients, client business referrals, or web leads. Additionally, the ISE will work with client to create solutions for their needs and consult through the sales process, up to and including closing business. Must be energetic, well-spoken, and eager to build pipeline and to close sales.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED:

- 3+ years of inside sales experience and prospecting.
- Experience utilizing Salesforce.com as primary CRM system
- Must be a strong believer in using Salesforce.com as an essential, non-negotiable tool
- Subscribes to using a playbook; metrics-driven, with exemplary process management skills
- Self-starter and entrepreneurial, with prior experience working in a growing company environment
- Highly organized, disciplined, process-driven, detail-oriented, and driven to productivity as evidenced by metrics around both quality and quantity of prospects developed and opportunities won
- High degree of business acumen, judgement, professionalism and integrity
- Able to prioritize the most important tasks within a heavy workload and stay focused on objectives
- Possesses strong written communication skills
- Sets goals and holds himself/herself accountable, measures progress against those goals
- Strong work ethic – will spend the time to get the job done right, take calls after and before hours, put time in on weekends when needed
- Bachelor's degree or higher in relevant field

SUMMARY OF DUTIES:

- Cold calling; making multiple outbound calls to potential clients
- Understanding client needs and offering solutions and support
- Researching potential leads from Sales Territory Owners, Marketing, or other resources
- Qualifying leads from Sales Territory Owners, Marketing, conferences, references, tradeshow, etc.
- Creating and maintaining a list/database of prospect clients within Salesforce.com
- Presenting and delivering information to potential clients
- Answering potential client questions and follow-up call questions
- Working with and supporting Sales Team when closing sale
- Tracking weekly, monthly, and quarterly performance and sales metrics
- Maintaining database of prospective client information within Salesforce.com
- Closing sales and achieving quotas

SPECIFIC JOB RESPONSIBILITIES INCLUDE:

- Consistently meet or exceed prospecting, pipeline build and sales goals while ensuring high customer satisfaction throughout the sales process as evidenced by Customer referrals and testimonials
- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Identify, qualify, and route opportunities to the appropriate Sales Territory Owners for further development and closure
- Exercise disciplined adherence to the Company's sales process, pricing policies, procedures, standards, templates, activity goals and expectations during the performance of duties
- Devise and execute focused, value-add communications to prospective customers within the sales process, and consistently update all activities and results in Salesforce.com CRM database in accordance with the Company's internal guidelines

YEAR ONE KEY SUCCESS FACTORS

An Inside Sales Executive (ISE) will be responsible for, and his/her success evaluated, in the following key areas:

- Consistency with adherence to Company sales process
- Quarterly and annual sales quota attainment
- Consistent and ongoing pipeline contribution

WORK ENVIRONMENT

- Currently Clearwater is an entirely "virtual" company and all colleagues work from home. The company is considering opening a home office in Nashville in the future.
- Work from home and provides own computer, printer/scanner, computer audio capability, cell phone, Internet service and Microsoft Office software. Company provides subscriptions to Salesforce.com, Basecamp, Microsoft On Line Services, Encryption tools, Data backup, Zoom Meeting and other tools selected as standard by the Company.

COMPENSATION & BENEFITS

- Base salary, plus commissions and bonuses
- Participation in Company's Medical/RX, Disability, Life Insurance, and 401K benefit programs
- Flexible Time Off (FTO) vacation policy