

8 REASONS TO JOIN OUR TEAM

1

Great Career Opportunity

We think like a successful start-up that always finds new opportunities to grow and develop our expertise. Our team members love to take on new challenges and seek resources to advance their work and careers.

2

We're smart

With deep innovative talent we succeed in solving complex problems and developing innovative solutions. We don't apologise for being the brightest sparks in the room.

We Win

We dominate our market because we have the best technology in the industry combined with some of the best brains in the world.

3

Remarkable Colleagues

We are team players and enjoy working together. We embrace our diversity and the excellence that accompanies striving beyond the normal. We have fun but never lose focus of our objectives.

4

5

Big Brand Clients

Our technology is used by over 90% of Fortune 500 to help them deliver strategic business value and tangible results.

6

Learning Opportunities

Career development is important. We help you build your skillset by providing in-house training as well as support external training and development.

Global Footprint

We provide opportunities to work with global clients and staff.

7

Amazing Technology & Tools

We have a passion for continuous improvement. New ideas, tools and technology spread through the company fast. We welcome experimentation and encourage risk. This is how some of the best innovations are born

8

The logo consists of the letters 'S' and 'T' in a white, sans-serif font, enclosed within a white square border.

Database Research Administrator

As a leading international software house, a key to our success is the accuracy of our CRM database. Our Database Research Administrators use online research & persuasive telephonic conversations to verify and add critical data to our CRM, Salesforce.

Reason for vacancy:	Business growth
Reporting to:	Demand Generation Team Lead
Management level of role:	This is not a management role
Working environment & travel:	Exceptionally busy, team-orientated environment
Working hours:	08h00 to 16h30

Key deliverables

- Maintain and grow the organisations database through telephonic and online research
- Adapt conversations to better suit needs and interests to reach targets with the ability to persuade prospects to provide required information
- Accurately recording all information in CRM (Salesforce.com)
- Deep and extensive research of prospecting information such as individual names and companies to call from various sources; Google, LinkedIn and supplied lists
- Achieved call and database targets
- Attend and participate in company outings, social events, and team projects

Skills, competencies & abilities

- Confident, clear telephonic voice
- Excellent verbal communication skills - English
- Ability to speak an additional language such as French, Portuguese, or German would be considered an advantage
- Be sharp and think ahead
- Learn from mistakes and self-correct
- Problem solving abilities
- Patience and the ability to give full attention to what other people are saying and take time to understand and record what they are saying
- Self-motivate to achieve a daily target
- Strong attention to detail and care about the quality of your work
- A positive attitude and understands the balance between work hard, play hard
- Good time management
- Punctual
- Fast, accurate and thorough

Education & qualifications

- Matric certificate

Details of experience

- Computer literate
- Experience with a CRM, particularly Salesforce, would be considered an asset
- Working knowledge of LinkedIn



What would make the applicant successful in the role?

- Good communicator, approachable, warm, direct
- Above average EQ
- Be self-motivated and a collaborative team player, with a desire for team success
- Energetic & enthusiastic
- Be comfortable spending 7 hours a day on the phone
- Have an inherent desire to exceed goals and targets
- Methodical, and process driven
- Self-discipline, and self-awareness
- Can do, will do, want to

We are committed to employing based solely on MERIT,
irrelevant of gender, religion, or race

For more information, or any questions contact Tamsin Jatho, tamsinj@surtech.co.za

