

Inside Sales Executive

Contract	Permanent
Hours of Work	40 hours per week, Monday to Friday, 9.00am to 5.30pm including one hour for lunch
Salary:	Based on experience
Location:	Level 4, Suite 1, 189 Kent St, Sydney NSW 2000

The Organisation

Lightyear is a fintech company with offices in Belfast and Sydney with a truly global scope. Founded in 2017 by Fintech entrepreneurs Chris & Roger Gregg, we focus on developing best in class SaaS applications in a fast-paced start-up environment that prides itself on its collaborative and innovative approaches to software product development and breakthrough go to market strategies. Lightyear's AP product automates data entry and streamlines the Accounts Payable process for businesses and groups of all sizes. Our primary Direct target verticals such as Retail, Hospitality Groups and all businesses that purchase goods and track inventory items.

The Role

Lightyear partners with the world's best-known accounting software such as Xero, Quickbooks, MYOB, Sage & Netsuite, Point of Sale partners and industry-specific ERP partners. In addition, Independent Software Vendors (ISVs), Value Added Resellers (VARs), Accountants and Bookkeepers encourage their clients to consider Lightyear to solve their Accounts Payable headaches. Along with effective marketing, those partnerships create inbound enquiries and opportunities from businesses which the Lightyear team need to respond to ... bringing those enquiries from demo through trial, to become paying customers.



We are looking to expand the sales team with an Inside Sales Executive, based in Sydney. Reporting to and working directly with the APAC Head of Inside Sales, the successful candidate will be responsible for responding to inbound enquiries, demonstrating Lightyear, persuading the enquiry to trial Lightyear, and possibly delivering a training program ... basically whatever is required to bring that enquiry on a journey so that they become a Lightyear customer.

About You

We want an energetic and motivated individual who is self-sufficient and not afraid to put themselves out there to deliver results. Your role will be to convert, guide and influence prospects over the phone, via video conferences and occasionally in person. You will cultivate relationships, overcome objections and deliver the best solution. You will play a key part in understanding a customer's needs and with this information guiding them through how Lightyear would best fit their organisation.

The Inside Sales role is a balance between providing exceptional customer service, and being persuasive (it is a sales role after all). If you don't enjoy getting to understand a customer problem, and then offering up solutions, this isn't for you. If you don't enjoy being a little bit persuasive ... if you don't enjoy the thrill of hearing a customer say 'ok, how do we proceed from here?' this isn't for you. If you don't like going over and above for a customer, this isn't for you. We're not a 5* rated app for nothing. Even if a customer enquiry goes nowhere, we want that enquiry to have a wonderful experience dealing with us.

You'll be comfortable doing all of this mostly via e-conferencing, email and phone but occasionally in person. You'll be confident enough to talk to C-level executives. You'll be approachable enough to talk to anyone.

You'll have a number of years experience in a SaaS Sales role. You'll have a good grasp of tech, and you'll understand business financial processes. After all, we are a fin-tech company.

You'll either be an Australian citizen, Australian resident or on a class of visa allowing you to work for Lightyear full-time in Australia, for at least 2 years. The role is not suitable for students or those on temporary work visas. You'll also be someone that wants to come to the office in Sydney's CBD more often than not. We are all for flexibility, but the culture we want to foster means that we expect our team to come together, weekly in person.

Adhere to all company policies, procedures, processes and working practices, including those on Data Protection, Equal Opportunities and Health and Safety, in every aspect of your work.

Team and Role Description

- Researching organisations and individuals online (especially on social media) to identify new leads and the correct Decision Makers.
- Follow up on Leads from Marketing Campaigns, Social Media Engagements and Events.
- Contacting potential clients via email, phone, video conferencing or in person to establish rapport and set up meetings.
- Pipeline management and forecasting - apply smart prioritisation processes and ensure that each stage of the sales pipeline has enough opportunities to meet/exceed targets.
- Clearly identifying and articulating the needs of the customer, guiding them through how Lightyear would best fit their organisation.
- Managing all sales cycles ensuring with particular attention that everything is captured in our CRM.
- Ensuring all targets are met including key KPIs.
- Adhere to all company policies, procedures, processes and working practices, including those on Data Protection, Equal Opportunities and Health and Safety, in every aspect of your work.
- Other - from time to time you will be expected to provide cover to other areas of the business as and when business requirements dictate.

The job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the business.

Essential Criteria

- 2+ years experience in Inside Sales in SaaS Software with an aptitude for technology and the ability to learn new systems with ease.
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- Exceptional verbal and written communication skills.
- Excellent listening skills; understanding and compassionate.
- A natural ability to influence people.
- A creative approach to problem solving.
- You'll have the ability to multi-task.

Benefits

- Competitive salary kept in active review
- Competitive, fair and uncapped commission structure
- Laptop and mobile phone provided
- Four weeks annual leave plus 12 public holidays as part of the NSW Public Holidays Act 2010
- Career Development paths – the means to take your career to the next level with defined job tiers and the support, learning and development to get there including training plans
- Focus on work-life balance with a flexible approach to working arrangements
- Family-friendly policies
- Focus on Health and Wellbeing including access to Mental Health support
- Corporate Social Responsibility and Company/Team Social events and activities – an opportunity to get involved and give back as well as have fun
- Free Food
- Easy access to public transport

Additional information:

Shortlisting: only candidates who clearly demonstrate on their CV how they meet the essential criteria will be shortlisted. The panel reserves the right to apply all or part of the desirable criteria at the shortlisting stage.

Reserve list: a reserve list of candidates may be maintained for the purpose of any similar vacancies (temporary or permanent) that may arise within 12 months of this recruitment process.

Employment offer: any employment offer is conditional and subject to satisfactory completion of all checks including two employment references, proof of the right to work in the UK and proof of any required qualifications as listed in the criteria.

Lightyear is an Equal Opportunities employer. Appointments are based on merit.

The Company reserves the right to change your duties from time to time, or to transfer you to suitable alternative work in response to changing business needs.