

International Sales Representative

Join our dynamic School Management and Operations (SMO) team and be part of the **International Schools Services (ISS)** world-class organization. This new **International Sales Representative** position is a great growth opportunity for a passionate individual with a self-motivated sales mentality. The **International Sales Representative** is responsible for soliciting and attracting new school start-up and school management contracts in the Americas, Europe, Africa, and the Middle East while educating potential clients of the array of services on offer through the ISS Optimize suite of services.

We recognize that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply. We are experiencing a catalytic moment in history and ISS has committed to addressing the systemic prejudices and biases in ourselves, in schools, and in organizations around the world.

ISS is looking for a highly motivated, customer-focused **International Sales Representative** to join our SMO team, headed by Dr. Tom Hawkins, to bring ISS services to more schools around the world. You will be working to generate new customers while also maintaining relationships with established clients. The target is to ensure excellent service standards, respond efficiently to customer inquiries, and maintain high customer satisfaction. The ideal candidate will be detail-orientated and hardworking while continuously developing their skills and knowledge.

For over 60 years, ISS' mission has been uniquely focused on helping international schools and educators develop students into thoughtful, imaginative global leaders. We are passionate about today's and tomorrow's international education community, and we delight in connecting educators and schools worldwide. It's all about "making a world of difference". As a leading nonprofit organization in international education, ISS promotes innovative best practices for global education.

ISS offers a comprehensive benefit package including generous paid leave time, a 15% company contribution to a 403(b) and comprehensive health insurance. Salary range is \$45K-\$60K annually, commensurate with experience, plus commission.

Duties and Responsibilities

- Research new and existing markets for potential customers to determine which have the greatest potential for the purchasing of SMO products or services.
- Monitor competitor activity and industry trends to identify risks to, and potential opportunities for, growth.
- Assist in setting pricing and margin targets in consultation with the SMO team to ensure profitability in target markets.
- Identify new business opportunities, engage with potential new customers, and convert them into clients.
- Prospect, identify and develop rapport with new clients, schools and their key decision-makers to develop opportunities.
- Proactively build, maintain, and manage a highly productive sales pipeline.
- Work with the Director of Business Development/the SMO team to create, maintain, and routinely evaluate comprehensive client outreach strategies.
- Negotiate contracts, price, and terms ethically with clients to establish new business partnerships or expand existing relationships consistent with ISS values and strategies.

- Respond quickly and effectively to inbound school inquiries.
- Meet Key Performances Indicators (KPI) and targets for sales on a monthly and quarterly basis.
- Maintain clear communication and work through challenges with the SMO team.
- Document all activities within HubSpot to maintain accurate and current records.
- Collaborate with the SMO team members to align approaches and development with identified needs.
- Apply traditional and innovative sales techniques to gain business.
- Share proven sales techniques and processes with the SMO team.
- Work with the SMO team on initiatives
- Attend department meetings to assess target achievement and strategize

Education and Experience:

- Bachelor's degree in marketing or sales or relevant field.
- Minimum 4 years of experience in sales and/or business development.
- Background in education is a plus.
- Fluency in English (required), and proficiency in Spanish or other language (desired)
- Proficiency with Microsoft Office Suite and HubSpot or other CRM systems

Desired Skills and Attributes:

- Ability to work remotely with little guidance.
- Strong understanding of the sales process, relationship building/maintenance, negotiation, and closing techniques.
- Excellent interpersonal and customer service skills.
- Familiarity with international variances in cultural and legal issues pertaining to sales.
- Strong analytical and problem-solving skills.
- Excellent analytical and time management skills.
- Commitment to excellent customer service.
- Innovative and positive team player.
- Ability to multitask and prioritize.
- Ability to maintain a professional demeanor with customers and colleagues.
- Takes ownership of customer issues and drives to resolution.
- Creative problem solver.
- Ability to set and communicate expectations.
- Strong attention to detail.
- Ability to lead or facilitate internal and external meetings.
- Ability to conduct product or service demonstrations.
- Consistent and reliable follow through to meet established deadlines.

Location/Hours

Full-time; Mon-Fri 37.5-hour work week

This full-time position can be remote, working across numerous time zones from South America through the Middle East. There will be a similar position working in the Asia Pacific region.

Work hours are flexible but need to align with the rest of the SMO team as required.

ISS believes in dignity of all, the benefit of cross-cultural perspectives, and the power of diverse, inclusive, equitable and just communities. You can read more about our commitments here:

<https://www.iss.edu/who-we-are/deij-commitment>

To apply, please e-mail your resume to hr@iss.edu