SALES ENGINEER

Mogli Technologies delivers a native Salesforce application for SMS and WhatsApp communications and impeccable Salesforce implementation services to global education organizations, nonprofits, social ventures, foundations and international development organizations, and an expanding base of commercial organizations. Our products and implementations are easy to use and have robust functionality. Our fantastic team members have won the loyalty of clients around the world. We are a small, high-trust team with a focus on accelerating the success of our clients globally.

We're looking for a Sales Engineer to join our team and report to the Chief Revenue Officer. From day one you will serve as a trusted liaison in the sales process when complex and technical services are involved. You will be an integral part of the sales process and your knowledge of Salesforce architecture, products, use cases, and most importantly, Mogli SMS is exceptional. This position has two main areas of focus. The first is supporting the success of Mogli SMS sales teams and client needs. The second is with managing an innovative program to support Partner/Salesforce demos. The sales team will look to you for guidance and advice in interpreting prospects' and clients' requirements into demos and proof of concepts (POCs). You will also have opportunities to innovate with other Salesforce products and use cases.

What we hold sacred around here:

Trust. We authentically extend trust in our relationships and all that we do. We seek to create a culture where you will thrive, have the autonomy to do your best work, and serve clients the way you have always wanted to.

Empathy. It's a powerful characteristic that's about being in tune, seeing, knowing, and understanding while also relating as a human in a tech-minded world. Instead of serving our own interests, we are wired to serve others. Drive without purpose and intention isn't our gig.

Hustle & Tenacity. We are a driven group of individuals who are happiest in motion. We take pride in delivering exceptional experiences for our clients. We are invested in setting people up to succeed, and when there are challenges, we will stay with it through resolution.

Creativity. This characteristic is essential in what you do and how you do it. Whether through our tech, how we support our unique client needs, or how we creatively scale and grow with each other, a creative approach often makes the difference in showing up fully for our clients and each other.

Growth Minded & Open to Change. Mogli is in growth mode and being at ease with change will help you succeed and evolve with us.

Some traits we're looking for, from you:
- You are process minded; adept at taking disparate information and creating coherence
- Excellent verbal and written communication skills.
- Excellent sales and customer service skills with a proven ability to explain, document or demonstrate technical products/solutions to non-technical audiences.
- Ability to apply engineering, technology, or other related principles to product sales
- Excellent organizational skills and attention to detail
- You communicate with candor; openly communicating both success and also when things are heading off track
- You are capable, willing and can learn, evolve and manage various clients at once
- You are tech-savvy and can learn tools, and research new ones with ease

<u>What your day to day looks like:</u>

Supporting our Sales Team
- Consult with existing and potential clients to assess and understand systems requirements
- Draft and/or assist with the drafting of presentations and other documentation and materials that explain Mogli's products and services to clients
- Configure and create efficiencies for the Sales team in internal demo environments, partner demo environments, trials, test drives, and integrations
- Provide expertise and support to the sales team to communicate products, services, and client needs
- Strong communication with our Sales, Services and Product teams, including, but not limited to:
  - Working with the Client Success Team to review and provide details/instructions regarding customizations/automations that were discussed with the client/prospect
  - Reviewing scalability and design of customizations/automations/proof of concepts with the Client Success, Services, and Product teams to ensure viability
  - Implement a seamless handoff process for customizations/automations between Sales and the Client Success, Services, and Product teams (where applicable).
- Partner with the Product team to assist with research and development of new product features, innovations, and integrations
- Prepare sales engineering reports by collecting, analyzing, and summarizing sales information, engineering and application trends
- Maintain professional and technical knowledge by attending educational workshops and reviewing professional publications to ensure your knowledge growth in the ecosystem
- Contribute to sales engineering effectiveness by identifying short-term and long-range issues that must be addressed, recommending options and courses of action, and implementing directives
- You are a team player and get excited about wins

Partner Marketing
- Consult with existing and potential partners (including Salesforce) to assess and understand systems requirements
- Draft and/or assist with the drafting of presentations and other documentation and materials that explain Mogli's products and services to partners
- Build a program allowing Salesforce SEs and SI/ISV Partners to easily spawn demo orgs with documentation, talk tracks, industry aligned functionality and maintain demo org program/library
- Assist partners/Salesforce SEs/AEs with configuration, automation, replication, and review of Mogli use cases in demo orgs
- Provide expertise and support to the partner team and partners
- Contribute to sales engineering effectiveness by identifying short-term and long-range issues that must be addressed, recommending options and courses of action, and implementing directives
- You are excited to work with our partners and grow their knowledge of Mogli SMS

What you bring to the table:

- Bachelors degree in Engineering, Business, or other related fields
- 2-4 years of related product, engineering or sales experience
- Background managing customer accounts and/or directly interacting with customers
- Individual must be able to work well with company leaders and employees and to proactively recognize and implement superior customer service to both internal and external clients
- Deep experience with Salesforce is required (multiple certifications are preferred)
- Strong analytical and problem-solving skills
- An ability to be a self-starter, take independent initiative and work on multiple projects simultaneously
- Foreign languages fluency and/or nonprofit and international development experience is a bonus, but not required

Salary and Benefits:

- $57-96K, dependent upon experience
- Complete Medical, Vision and Dental insurance, fully covered by Mogli
- Matching 401k plan
- Time off: 15 days PTO, 7 US Public Federal Holidays, 6 paid sick days; option to utilize floating holidays

Please submit a cover letter and resume to jobs@mogli.com.