

# Employment Proposal: Outside Sales Professional and Account Manager

## Base Pay and Commission

Starting annual salary is \$40,000, plus earned commissions and bonuses.

Commission goes into effect after successful completion of the attached 90-day Road Map and as long as monthly Quotas are met. See Exhibits A and B.

ARRC will provide a \$200.00 fuel allowance & a cell phone with data plan.

## Quotas

- \$20K Profit Per Month in Hardware & Software Sales
- \$20K Profit Per Month in Labor ( C7, Telco or Comp/Net)
- \$4K Per Month in new Managed Service Agreements
- 750 Activity Points

## Benefits

### Vacation Schedule

- 1 Week of vacation after the first year of successful full time employment
- 2 Weeks of vacation per year after 3 years of successful full time employment
- 3 Weeks of vacation per year after 5 years of successful full time employment
- 4 Weeks of vacation per year after 7 years of successful full time employment

### Employee Group Benefit Eligibility

Health: ARRC will contribute 100% of employee benefit plan cost with immediate enrollment of employee.

Life: Employee and family are eligible for enrollment into Group Life Insurance plan.

### Essential Duties and Responsibilities

- Meet company sales quotas for:
  - New ARRC Managed Service agreements
  - Profit on labor
  - Profit on hardware & software
- Conduct Quarterly Business Reviews with managed accounts
- Attend any daily, weekly, and/or monthly meetings with Sales Director and/or CEO
- Resolve critical issues with any client relationships
- Participate in ongoing strategy meetings
- Attend ARRC sponsored industry, charity, or educational events
- Keep up to date on industry related news and technology
- Update all activities, time sheets, and Sales processes within ConnectWise
- Develop relationships with Managed Service clients and prospects
- Maintain relationships with clients
- Maintain technology and selling skills as industry changes
- Attend all necessary company sponsored or third part sponsored training events
- Design and/or present proposals, presentations, and necessary agreements for prospects and clients
- Assist in any past due collections needed for Managed Service clients.

### Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to perform public speaking and presentations on ARRC Technology products and services.
- Interpersonal skills, such as telephony skills, communication skills, active listening, and customer-care
- Ability to diagnosis technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment
- Ability to keep up on necessary ongoing industry related training
- Ability to create ConnectWise sales and marketing tracks
- Ability to implement marketing strategy using ConnectWise sales tracks
- 100% knowledge of ConnectWise software and ability to demonstrate ConnectWise software.

I accept this agreement. I understand and agree to perform the required job duties to the absolute best of my ability. Most importantly, I will adhere to the ethical standards, business policies, and code of conduct established by ARRC Technology.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NEW EMPLOYEE**

**Exhibit A**

<b>Per Month</b>	<b>Hardware &amp; Software Sales Profit</b>	
\$0-8,000		0%
\$8,001 - 14,999		5%
\$15,000-24,999	15K Quota	10%
\$25,000 +		13%
<b>Per Month</b>	<b>Labor Profit</b>	
\$0-4000		0%
\$4,001-14,999		8%
\$15,000-24,999	15K Quota	12%
\$25,000+		15%
<b>Per Month</b>	<b>CharTec Contracts Profit</b>	
\$0-1000		0%
\$1,001-2,000		50%
\$2,001-3,999		75%
\$4,000-9,999	4K Quota	100%
\$10,000+		125%
<b>Per Month</b>	<b>Residuals Profit</b>	
\$0-8,000		0%
\$8,001-20,000		2%
\$20,001-40,000		3%
\$40,001-152,000		4%
\$152,001+		5%

**Exhibit B**

The below chart is based off of only meeting the Quota of \$4,000 per month in Contracts.

Year 1 Residuals			
0.00%	Jan	\$0.00	\$4,000.00
0.00%	Feb	\$0.00	\$8,000.00
2.00%	Mar	\$240.00	\$12,000.00
2.00%	Apr	\$320.00	\$16,000.00
2.00%	May	\$400.00	\$20,000.00
3.00%	Jun	\$720.00	\$24,000.00
3.00%	Jul	\$840.00	\$28,000.00
3.00%	Aug	\$960.00	\$32,000.00
3.00%	Sep	\$1,080.00	\$36,000.00
3.00%	Oct	\$1,200.00	\$40,000.00
4.00%	Nov	\$1,760.00	\$44,000.00
4.00%	Dec	\$1,920.00	\$48,000.00
		<b>\$9,440.00</b>	

Year 2 Residuals			
4.0%	Jan	\$2,080.00	\$52,000.00
4.0%	Feb	\$2,240.00	\$56,000.00
4.0%	Mar	\$2,400.00	\$60,000.00
4.0%	Apr	\$2,560.00	\$64,000.00
4.0%	May	\$2,720.00	\$68,000.00
4.0%	Jun	\$2,880.00	\$72,000.00
4.0%	Jul	\$3,040.00	\$76,000.00
4.0%	Aug	\$3,200.00	\$80,000.00
4.0%	Sep	\$3,360.00	\$84,000.00
4.0%	Oct	\$3,520.00	\$88,000.00
4.0%	Nov	\$3,680.00	\$92,000.00
4.0%	Dec	\$3,840.00	\$96,000.00
		<b>\$35,520.00</b>	

Year 3 Residuals			
4.0%	Jan	\$4,000.00	\$100,000.00
4.0%	Feb	\$4,160.00	\$104,000.00
4.0%	Mar	\$4,320.00	\$108,000.00
4.0%	Apr	\$4,480.00	\$112,000.00
4.0%	May	\$4,640.00	\$116,000.00
4.0%	Jun	\$4,800.00	\$120,000.00
4.0%	Jul	\$4,960.00	\$124,000.00
4.0%	Aug	\$5,120.00	\$128,000.00
4.0%	Sep	\$5,280.00	\$132,000.00
4.0%	Oct	\$5,440.00	\$136,000.00
4.0%	Nov	\$5,600.00	\$140,000.00
4.0%	Dec	\$5,760.00	\$144,000.00
		<b>\$58,560.00</b>	

Year 4 Residuals			
4.0%	Jan	\$5,920.00	\$148,000.00
4.0%	Feb	\$6,080.00	\$152,000.00
5.0%	Mar	\$7,800.00	\$156,000.00
5.0%	Apr	\$8,000.00	\$160,000.00
5.0%	May	\$8,200.00	\$164,000.00
5.0%	Jun	\$8,400.00	\$168,000.00
5.0%	Jul	\$8,600.00	\$172,000.00
5.0%	Aug	\$8,800.00	\$176,000.00
5.0%	Sep	\$9,000.00	\$180,000.00
5.0%	Oct	\$9,200.00	\$184,000.00
5.0%	Nov	\$9,400.00	\$188,000.00
5.0%	Dec	\$9,600.00	\$192,000.00
		<b>\$99,000.00</b>	

## 90 Day Road Map for Outside Sales Professional

### Days 1-5

Attend a CharTec Academy within month one.

Locate and check out all books from the required reading list (see below) and expense any that need to be ordered.

#### *Department Shadowing*

- Day 1
  - Company tour and meet and greet – 1 hr
  - Shadow NOC and Help Desk departments – 1 hr
  - Shadow Break Fix and Front Counter departments – 1 hr
  - Shadow Warehouse/RMA departments – 1 hr
  - Shadow Builds and Quality Control departments – 2 hrs
  - End of day summary on departments
- Day 2
  - Onsite with the Technicians – 2 hrs
  - Onsite with the Cabling team – 2 hrs
  - CSR Shadowing – 1 hr
  - Shadow Account Management – 2 hrs
  - End of day summary
- Day 3
  - Accounting – Receivables – 1 hr
  - Shadowing Sales Rep – 3 hrs
  - Shadowing In-house and Onsite Project Management – 4 hrs
  - End of day summary
- Day 4
  - Shadow Operations – 2 hrs
    - ConnectWise overview
    - LabTech, Everest, and Quosal overviews
    - Receive all passwords and logins
    - End of day summary
- Day 5
  - Competitor Familiarization – 6 hrs
    - Identify Competition (Top 3 for each)
      - Managed Services
      - Telco
      - Cabling
      - Websites
    - Summary on each competitor an include the following
      - How long in business
      - What's their onsite hourly rate
      - What are they good at

- Meeting With HR – 1 hr
  - Hand in summaries
  - Training experience
  - Complete HR survey
- Meeting With CEO – 1 hr
  - Discussion on Experience
  - CEO Overview and questions on departments
  - Competitor Discussion

## **Day 6-10**

### *Line of Business Application Study and Training*

- ARRC Technology basics
  - Know all labor rates
  - Know all management leaders
  - Know all team leads
  - Know ARRC Technology’s history
- View and pass necessary tests on ConnectWise videos
  - Demo “How to Create an Activity”
  - Demo “How to Create an Opportunity”
  - Demo “How to Look up a Client”
  - Demo “How to Look up an Agreement”
  - Demo “How to Look up Contact Info on a Client”
  - Demo “How to Add Notes in an Activity”
  - Demo “Use of the Sales Funnel”
  - Demo “How to Add a Client onto a Sales Track”
- View and pass necessary tests on Quosal videos
  - Complete demonstration on how to create, send, and look up sales quotes.
- View and pass necessary tests on Everest Videos
  - Demo “How to Enter a New Client”
  - Demo “How to Create a Quote & Sales Order”
  - Demo “How to Look up a Client”
  - Demo “How to Look up a Client’s Old Invoice”
  - Demo “How Look up Client History”
  - Demo “How to Look up Part Numbers, Price, and Availability on Products”
  - Demo “How to Look up Past Quotes”
- Meeting With HR – 1 hr
  - Review test results
  - Complete training survey
- Meeting With CEO
  - Discussion on experience
  - Perform a demonstration on CW, Quosal and Everest based on videos

## Days 11-30

### *Enhance Product Knowledge and Sales Presentations*

- Demonstrate that you have a firm understanding of the following products (videos and recorded Webinars can be found on the CharTec site for most):
  - ARRC Full Managed Services offering
  - ARRC Lite Managed Services offering
  - Backup Disaster and Recovery Solution
  - RADAR
  - Reflexion SPAM Control
  - DISC
  - Visitor ID
  - Website Creation
- Watch and study the “A-C Sales Process” video and whitepaper
- Watch and summarize key take away points from “Academy Intro and Keynote” video by Alex Rogers
- Watch and summarize key take away points from “Sales Presentation Renovation” video by Alex Rogers
- Watch and summarize key take away points from “Don’t Spin Your Wheels, Ink the deal!”
- Watch and summarize key take away points from “Creating Fat Tracks for Real Marketing”
- Watch all CharTec role play videos on the CharTec Connect site
  - All Bases Covered
  - Taking Initiative
  - Vendor Management
  - Professional Services
  - Security Management
  - Backup Disaster and Recovery
  - Proposal
  - Website Revenue Generation
  - Flat Rate IT Services
- Watch all Objection videos on the CharTec Connect site
  - Length of Agreement
  - Price
  - Let me think about it
  - Owning Equipment
  - Explaining the Network
- Meeting With HR – 1 hr
  - Turn in all video summaries and take away points
  - Turn in book summaries and papers
  - Complete training survey
- Meeting With CEO
  - Discussion on experience and summaries
  - Give an overview of both ARRC Managed Services Products
  - Be prepared to answer Objections
  - Perform a full demo on Visitor ID, Radar, and Address on the Fly

- Explain the general concept of the BDR

### **Days 30-40**

Attend a second CharTec Academy within the next 30 days

#### *Study and Practice Discovery and Presentation*

- Sales Discovery process
  - Demonstrate a firm understanding of all Discovery Questions
  - Create and personalize the presentation
  - Designing a proposal for Telco, Networking and Managed Services
  - Create a Visio diagram
- Study Managed Service offering presentation
  - Memorize slides and stories
  - Practice and roll play Managed Service presentation
- Meet with HR – 1 hr
  - Turn in sample presentation, proposal, and diagram
  - Complete training survey
- Meet with CEO on Managed Service presentation training – 2 hrs
  - Explain Discovery Process
  - Sales training with CEO
  - First roll play practice presentation to CEO

### **Days 41-50**

#### *Document Creation and Presentation Review*

- Agreements
  - Create a Full Version Managed Service agreement
  - Study the agreement
  - Must be able to demonstrate a full understanding of the Managed Service agreement
  - Agreement objections
- Quarterly Business Reviews
  - Watch QBR roll play video on the CharTec Connect site
  - Understand the reasons for QBR
- Practice Managed Service presentations and understanding objections
  - Full Version of Managed Services
  - Lite Version of Managed Services
  - BDR
  - Website
- Meet with HR – 1 hr
  - Complete training survey
- Meet with CEO on Managed Service presentation training – 3 hrs
  - Demonstrate a full understanding of the agreement
  - Roll play the agreement



- Roll play agreement objections
- QBR discussion and explanation
- Roll play and Sales Training
- Question and answer time on Managed Services

### **Days 51-60**

*Onsite and In-House Sales Shadowing with All Members of the Sales Team*

- Phone Systems, Cabling, and Video Conferencing Studying
  - Learn how to install and setup Skype
  - Mitel sales training
  - Cabling Infrastructure study guide
  - Learn the Mondo Pad
  - Research the benefits for dual screens
  
- **Social Media**
  - Setup or update Facebook profile
  - Setup or update LinkedIn profile
  
- **Meeting with CEO**
  - Present the following proposals
    - Mitel Phone System
    - Mondo Pad with demonstration
  - Sales training on presentations
    - Slide training
    - Role playing

### **Days 60 -75**

Attend a third CharTec Academy

*Shadowing and Presentation Practice*

- Sales shadowing and Account Management
  - Listen to Quality assurance Live Calls ( 2 Days )
  - Onsite QBR With Account management team
- Practice Managed Service Presentation
  - Present to the Officers
- Practice Telco Presentation
  - Present to the Officers
- Practice BDR Presentation
  - Present to the Officers
- Practice The Proposal For a Project and Managed Services
  - Present to the Officers

## **Days 76-90**

### *Start of Sales Process and Final Review*

- Enter all current prospects into ConnectWise
  - Create a Sales Track
  - Run a Sales Track
  - Setup 5-10 appointments with your current Prospects
    - Start the sales process
    - Create Activities and Opportunities
- Meet with CEO for final Road Map review
  - Funnel
  - Activity Points
  - Summary
  - Facebook
  - LinkedIn
  - Discuss the Prospects within the sales process
  - CEO will send out a letter to the client base announcing the new arrival to the team

## Required Reading List

*Complete within 30 Days*

- The Complete Guide to Selling Yourself by Thomas Freese
  - Write a one page take away
- Eat That Frog by Brian Tracy
  - Write a one Page take away
- Little Red Book Of Selling by Jeffery Gitomer
  - Discuss Gitomer's general philosophy on selling
  - What was the best chapter and why?

*Complete within 75 Days*

- The Secrets of Question Based Selling by Thomas Freese
  - Type a two page paper explaining the difference between PAS Versus SPA selling techniques and what are the benefits of one versus the other
  - Write three sample voicemail scripts
  - Write three curiosity building emails and subject lines
- The Wedge by Randy Schwantz
  - Write and role play three (3) Wedges
- It only Takes 1% by Thomas Freese
  - Write a one page summary on the difference between passive and active listening and how that will help you in Sales

*Complete within 120 Days*

- Think and Grow Rich by Napoleon Hill
  - Complete the "Think and Grow Rich Study Guide & Work Book" found on the CharTec Connect site.

*Complete within 180 Days*

- Great By Choice by Jim Collins
- The Long Tail by Chris Anderson