



Sales Engineer

Serenic Software develops and delivers comprehensive, mission-critical cloud ERP solutions for public service organizations including: K-12 school districts/boards, public sector, nonprofits (NPO), and international non-governmental organizations (NGO). Serenic also provides the #1 payroll and human resources software add-on for use with Microsoft Dynamics® 365 Business Central across many industries. Serenic is a Gold ERP and ISV vendor and a development partner for Microsoft.

Serenic Software is looking for a full-time Sales Engineer and the successful candidate has an understanding of the business and operational needs of public service organizations and is able to identify and articulate the differentiators and benefits of our cloud ERP solution, Serenic Navigator™. This person will participate as a collaborative member of the Sales & Marketing team as well as with the prospects and customers to ensure all parties have a clear understanding of our solutions. This position is not required to work out of one of our offices, therefore, the candidate must also ensure compliance with our home-office environment requirements.

Key Responsibilities:

- Support the Sales Executive in the sales process to include demonstration of our solutions, communication of the company and solution value, determining fit as well as clarification and documentation of both business and technical requirements (e.g., RFP responses) as part of a proposed solution.
- Provide input to other cross-functional departments pertaining to prospect requests and solution enhancements as needed.
- Work with members of the company's Customer Care team in transitioning information learned during sales cycle that is important in defining the approach to the project and participate in initial post-sale meetings with customer as needed to provide continuity in the transition to Customer Care.
- Develop, present, and deliver high-impact webinar demonstrations of the Company's solution for prospects or customers.
- Engage with existing customers, as needed, to provide product overviews to facilitate their decision to upgrade and/or implement new functionality.
- Keep updated on new and changing business requirements in our market space that have product and/or technology implications.
- Keep updated on new features, technology, and changes in releases of our software to ensure we're presenting the prospect/customer with the most current capabilities of our solutions.
- Assist with the maintenance of account and opportunity updates within our internal CRM system to manage and prioritize sales opportunities.
- Provide feedback to product development on features, functionality and technology based on prospect and customer interactions.
- Participate in industry-specific conferences and as a presenter to build "brand" as a thought leader or advisor.

Qualifications:

- 4+ years in a comparable sales engineer position supporting the sales cycle for prospective or current customers.
- A bachelor's degree is required.
- Experience with ERP or financial applications with knowledge of nonprofit accounting and financial management principles is required.
- Previous application experience with Serenic Navigator or Microsoft Dynamics 365 Business Central (or Dynamics NAV) is a strong plus.
- Ability to provide clear and precise information in both written and verbal communications.
- Demonstrate ability to maintain a positive, professional attitude.
- Ability to work both independently and in a team environment.
- Maintain composure under pressure in a fast paced, deadline driven environment.
- Solid presentation, interpersonal and written communications skills are an absolute must.
- Able to co-create and present value-based proposals.
- Excellent time management skills to balance competing priorities and short windows of opportunity.
- Some domestic travel is required.
- Experience working in a remote office/location (i.e.: Home office)

Serenic Software is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Please send your resume to hire@serenic.com