



<https://incsub.com/careers/wordpress-sales-support-specialist-at-wpmu-dev/>

WordPress Sales Support Specialist at WPMU DEV

Description

Will you be our newest WordPress Sales Support Specialist?

We are looking for a WordPress Sales Support Specialist to promote high-quality WordPress plugins and themes that contribute to the overall success of [WPMU DEV](#) products.

You will join an ongoing and expanding team of sales enthusiasts who work collaboratively with all areas of the company to make sure we stand out from the rest!

The person we're in search of will have intimate knowledge of WordPress and experience using a broad range of plugins and themes and will manage Accounts and Sales-related communications.

We're looking for a person who will be able to also work on weekends and is available to work on the following schedules:

- 10:00 pm – 6:00 am UTC
- 3:00 pm – 11:00 pm UTC

Responsibilities

- Leads generation
- Providing support to customers and members by identifying solutions to their WP-related concerns through our communication channels (email, chat)
- Providing customer service and managing customer accounts
- Providing product knowledge and promoting WPMU DEV products.
- Maintaining meticulous CRM hygiene while monitoring and nurturing sales leads through consistent follow-up email correspondence.
- Managing inbound and outbound sales communications.
- Conducting Zoom calls with potential and existing clients.

Qualifications

Essential attributes and experience required:

- Have a really good familiarity with WordPress, including themes and plugins
- Superb interpersonal skills, including the power to swiftly build rapport with current customers
- Proven experience in sales and accounts and billing support
- At least 1-year of experience in any Sales Support position
- Proficient in English: Verbal and Written
- Proficient in spreadsheets and data entry
- Enjoy collaborating with others, and don't back down from a challenge
- Typing skills
- Strong communication skills

Hiring organization

WPMU DEV

Field

Sales Support

Employment Type

Full-Time

Job Location

Remote

Working Hours

Full Time - 40 Hours Per Week

- Love people and love yourself!
- We like all staff to be working 40 hours a week, but if you did want to work more hours, that's also cool with us.

SKILL-SET

WordPress, Customer Support, English language, Communication, Sales, Data entry, Google Sheets

Job benefits

Why Join us?

- Growth-oriented culture.
- Excellent compensation with competitive benefits and rejuvenation time-off.
- Flexible work environment.
- Training, tools and support will be provided to help you to perform your job.
- Limitless learning opportunities by working with cutting-edge tech stacks and a diverse, talented team.
- 28 days of paid leave per annum (up to 35 days).
- Opportunities for paid travel to attend WordCamps and other industry conferences.
- Long service leaves (3 months off paid) after you've been with us for 10 years.
- Annual bonus based on company growth targets
- Technology budget that can help you upgrade the tools you use for your job; the longer you serve, the higher the budget.
- General expenses budget yearly that can be used to help you become more productive; the longer you work, the more you get.

What should I do now?

Download the [WordPress Sales Support Specialist Task Sheet](#), answer those questions, and then submit your application. It's that simple!

The ability to write in clear English is essential in this role. We are unable to consider applications that fail to demonstrate a high level of written communication.

HIRING PROCESS

Our hiring process includes the task mentioned above, a 2nd task, and an interview with our management team, including a 3rd task. If a candidate successfully passes the interview stage, they will be offered a paid trial of 4-6 weeks before being offered a more permanent role.

Good luck!