SPAXEL

Job Title: Sales Development Representative (Outbound)

Location: Prishtina, Kosovo

Company Overview:

Spaxel is a growing real estate investment, development, and operations company dedicated to creating high-quality living experiences and delivering exceptional service across our portfolio. Our centralized teams support a wide range of functions, from operations and property services to finance, technology, architecture, HR, and more, working together to ensure efficiency, innovation, and excellence across the organization.

Building on that model, Spaxel also provides staffing and outsourcing services to other US companies — dedicated, fully managed teams based in Kosovo covering functions such as accounting, customer support, operations, administration, marketing, sales, and more, at a fraction of the cost of hiring locally and with no compromise on quality. This is not a theory we are selling: it is the exact operating model we run ourselves, every single day.

Position Summary:

We are looking for a **Sales Development Representative (Outbound)** who is genuinely good on the phone — and actually enjoys being on it. The job is simple to describe and hard to do well: call US companies, get to the decision-maker, explain in under a minute why a dedicated team in Kosovo could cut their costs dramatically without cutting quality, and book a Zoom call between them and one of our executives.

You are not expected to close deals, negotiate contracts, or price out a scope of work — our executives handle that. Your job, and the number that defines your success, is qualified meetings booked. You will spend most of your day dialing, which means you will hear “no” more often than “yes.” The people who win in this role don’t take that personally; they treat it as information, adjust, and dial again.

We will give you the target lists, the scripts, the CRM, the objection playbook, and ongoing coaching. The one thing we can’t hand you is the appetite for the phone. That part you bring.

Key Responsibilities:

- Make a high volume of outbound cold calls each day to decision-makers at US companies — owners, founders, COOs, HR leaders, and finance leaders.
- Deliver a sharp, confident pitch for Spaxel’s staffing and outsourcing services, and adapt it on the fly to the industry, role, and pain point in front of you.
- Handle gatekeepers and objections with persistence and professionalism — treat “we’re not interested” as the start of the conversation, not the end of it.
- Qualify prospects quickly: which functions they might outsource, approximate team size, current hiring pain, budget sensitivity, and urgency.
- Book qualified Zoom meetings between prospects and our executives, and confirm attendance so the meetings actually happen.
- Log every call, outcome, and next step accurately in the CRM so no opportunity goes cold by accident.
- Follow up by phone, email, and LinkedIn with prospects who showed interest but did not commit on the first call.
- Consistently hit and exceed weekly targets for dials, live conversations, and meetings booked.

- Share what is landing and what is not, so the team can continuously sharpen the pitch and the target list together.
- Perform other duties as assigned by the Supervisor.

Who Thrives in This Role:

- You would rather be on the phone than in your inbox.
- You can hear “no” forty times in a shift and dial number forty-one with the same energy.
- You build rapport with a complete stranger in the first ten seconds.
- You are competitive — with the target, and with yourself.
- You listen more than you talk, and you ask the question that gets the real answer.
- You want a role where your results are visible daily and rewarded, not buried in an annual review.

This is likely not the right role for you if you dislike interrupting someone’s day, need a long warm-up before you feel comfortable calling strangers, or prefer work that arrives in a queue rather than work you go out and create.

Qualifications & Skills:

Must Have

- **English communication skills** (written and verbal) at C1 or C2 level, with a clear, confident, easy-to-understand phone presence.
- **Strong pitching and persuasion skills** — the ability to hold attention, create genuine interest, and ask for the meeting.
- **High resilience to rejection** and the discipline to sustain call volume and energy through a full shift.
- **Active listening and quick thinking** — the ability to read a prospect and change direction mid-call.
- **Comfortable being measured** against daily and weekly numbers, and motivated rather than intimidated by them.
- **Reliability and self-discipline** — this role only works if the calls actually get made, every day.
- **Bachelor’s degree** in Business, Marketing, Communication, or a related field is preferred but not required — demonstrated performance on the phone matters more than a diploma.

Nice to Have

- Previous experience in outbound sales, telesales, call centers, BPO, appointment setting, lead generation, or B2B customer service.
- Familiarity with the US business market, or prior experience selling to US-based clients.
- Experience with a CRM, an auto-dialer, or LinkedIn Sales Navigator.
- Proficiency in Microsoft Office and comfort with basic reporting on your own activity.

What We Offer

- **Compensation:** Competitive base salary plus a performance bonus tied to qualified meetings booked — the harder and smarter you work the phone, the more you earn.
- **Real Exposure:** You will work side by side with US-facing executives and sit at the very front of the revenue engine, not at the back of it.
- **Tools Provided:** Target lists, call scripts, objection playbook, CRM, and dialer — everything you need to make the call.
- **Contract:** In accordance with Kosovo Labor Law
- **Office Location:** Prishtina
- **Schedule:** Monday–Thursday from 2:30 PM to 11:00 PM, aligned with US business hours. After the first three months, employees are eligible to work remotely on Fridays from 12:30 PM to 9:00 PM.

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If you get a small thrill out of turning a cold “not interested” into a booked meeting, and you want your effort to show up directly in your results and your paycheck, we want to hear from you!

How to Apply:

To apply, please complete the application by filling out the Recruitment Application Form. If you have any questions, feel free to reach out to us at careers@spaxel.com.

Optional but strongly encouraged: attach or link a 60-second voice recording of you pitching anything you like — our services, your last job, or your favorite restaurant. This is a phone role, so we would rather hear you than read about you.

Only shortlisted candidates will be contacted.

Deadline: 30.11.2026