



**JOB TITLE:** Sales Account Manager – North America

**DEPARTMENT:** Sales

**EFFECTIVE DATE:** 07/01/2020

**SUMMARY:**

The Sales Account Manager will drive new business by developing direct and in-direct sales channels and closing business directly with end-customers as a means to meet or exceed revenue goals. The Sales Account Manager will work with the VP of Sales to help define marketing and sales activities related mainly in the assigned geographic territory; follow up on sales leads; conduct presentations and demos of solutions; generate proposals; and manage contracts through deal closing.

**DUTIES AND RESPONSIBILITIES:**

- Develop sales opportunities by researching and identifying potential accounts, prepare quotations.
- Work with VP of Sales to develop and execute sales strategies; create a large pipeline of business within a short period of time; identify new opportunities to grow business, increase sales, and broaden brand and product recognition.
- Own the sales cycle – from lead generation to closure.
- Understand, interpret and provide technical information and explanations accounts.
- Assess competitors by analyzing and summarizing competitor information and trends; identify sales opportunities.
- Develop accounts by checking customer’s buying history; suggesting related and new items; explain technical features.
- Close on new accounts by responding to telephone, fax, and e-mail inquiries. Verifying and entering customer information.
- Fill orders by transferring orders to fulfillment; communicating expected delivery date; providing explanations regarding out of stock information
- Maintain communication equipment by troubleshooting, reporting, and tracking problems.
- Maintain and improve quality results by following standards and recommending improved policies and procedures.
- Continually update job knowledge by studying new product descriptions and participating in educational opportunities.
- Accomplish department and organizational goals by accepting ownership of role. Explore additional opportunities for adding value to the position.
- Meet Sales Goals, build Client Base
- Performs other related duties as assigned by management.

**SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

## **QUALIFICATIONS:**

- Bachelor's Degree (B.S.E.E. or B.S.C.E. ) from four-year college or university and five years of related experience and/or training, or equivalent combination of education and experience.
- Telecommunication experience is a plus.
- Experience in Programming, FAE Technical support, and Product Management is a plus.
- At least 5 years of Sales and Business Development selling technology enabling solutions to system integrators, M2M service providers, and OEM companies of all sorts.
- Strong new business development, client relationship management, and sales forecasting experience.
- Demonstrated achievement of high sales rankings and recognition in past sales positions. Track record of sales success in the OEM, Agriculture, Oil and Gas, or Vehicle Telematics.
- Assertive team player, nimble and intelligent with the ability to identify and close business.
- Comfortable discussing a wide array of products and technologies, and at ease interacting with highly trained technology professionals.
- Great communication skills with superior listening skills.
- Developed problem-solving and negotiation skills.
- Solid knowledge of the entire sales cycle including tracking/updating accounts, forecasting sales activity, and reporting weekly/monthly to management.
- Effectively and simultaneously manage multiple opportunities at various stages of the sales cycle.
- Existing telecommunication, construction equipment OEMs, and M2M industry relationships a plus.
- Proficiency in prospecting new accounts and closing orders.
- Ability to speak another language besides English is a plus

## **COMPETENCIES:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** - Looks for cost savings opportunities; Conserves organizational resources.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**ACKNOWLEDGEMENT**

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

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Employee Name

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Manager Name

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Employee Signature

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Manager Signature

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Date Signed

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Date Signed