



JOB TITLE: Sales Account Manager

DEPARTMENT: Sales - Healthcare/Assisted Living

REPORTS TO: VP of Sales

SUMMARY:

We are looking for a competent, motivated, and ambitious Sales Account Manager to join our dynamic team. If you love finding new business opportunities and managing relationships with customers, this job is for you. As a Sales Account Manager, you will drive new business by developing direct and in-direct sales channels and will close business directly with end-customers to meet or exceed revenue goals. This position will work with the VP of Sales to help define marketing and sales activities; follow up on sales leads; conduct presentations and demos of solutions; generate proposals; and manage contracts through deal closing.

This position is based in San Diego, CA.

DUTIES AND RESPONSIBILITIES:

- 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.
- Provide empathetic and consultative assistance to customers by recognizing their pain points and communicating how the IT solutions can solve their challenges and meet goals.
- Learn the portfolio of solutions and products to interpret and present technical information in the context of customer needs.
- Work with Engineering and Leadership teams to build and present pricing proposals.
- Assess competitors and industry trends by analyzing and summarizing information for positioning and identifying sales opportunities.
- Close on new accounts by responding with accurate information in a timely manner, throughout every stage of the sales cycle via video or phone calls, email, and face-to-face interaction, etc.
- Track and details including verifying and entering customer information.
- Run weekly reports to discuss progress status and meeting sales goals.
- Develop accounts by checking customer’s buying history; suggesting related and new items; explain technical features.
- Help Sales leadership develop growth plans by assessing competitors and industry trends, analyzing and summarizing information for positioning and identifying sales opportunities.
- 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 and exploring 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 from four-year college or university and five years of related experience and/or training, or equivalent combination of education and experience.
- 3-5 years in consultative technology sales or strong knowledge/background in advising cloud or IT service solutions
- Builds long term relationships through integrity
- Comfortable presenting to over the phone, video conferencing, or in-person
- Good communicator and active listener
- Positive, self-motivated individual with high level of enthusiasm and willingness to learn and incorporate coaching and instructions into daily tasks and assignments
- Strong understanding of the values of teamwork, hard work, and determination
- Flexibility to work occasional evenings for industry networking events
- Ability to work independently and/or within a collaborative team structure
- Highly organized with critical attention to details
- Strong functional use of Microsoft Office (Excel, Word, PowerPoint)
- Working knowledge of HubSpot Sales CRM 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.

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.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed