

# Job Opportunity Notice

<b>Job Title:</b>	Key Account Manager	<b>Posting Date:</b>	04/04/2019
<b>Work Location:</b>	Norwood, MA		
<b>Department:</b>	Sales		
<b>Reports to:</b>	Sr. Sales Director, Americas	<b>FLSA Status:</b>	Exempt

**Summary:**

The Key Account Manager is responsible for selling the Advanced Instruments (AI) product line within the defined territory. This includes all products, control reagents, consumables and service contracts. The primary objective of this role are to ensure that their sales objectives are met or exceeded within acceptable profit goals. The Key Account Manager will also work directly with existing & new customers to identify their needs, understand their application methodology and apply this knowledge to offer an AI solution. They will be expected to build a strong partnership with product management and marketing business units.

The successful candidate will possess strong organizational and time management skills. They will be self- motivated, energetic, charismatic, adaptable to change and have a willingness to learn. They will also have a high level of commitment and initiative, a desire to make a difference and be a proven team player.

**Essential Functions:**

1. Responsible for all aspects of the local sale including but not limited to; prospecting, quotations, demonstrations (if required), negotiations, through the installation and post-sale support process.
2. Serves as a responsible representative of AI and operates with integrity and honesty in all business contacts.
3. Achieves sales plan for assigned territory
4. Develop strategic account plans
5. Maintains a high level of consultative sales skills, product and application methodology knowledge with associated features and benefits required to convert customer needs to sales.
6. Obtains sufficient knowledge of accounts in order to develop, and maintain account strategies to convert specific company needs to AI solutions.
7. Develops and maintains effective time, territory, and account management practices.
8. Maintains accurate and timely data in the CRM
9. Responsible for providing regular and accurate forecast information for the territory in the CRM.
10. Participates in or supports local, regional and national shows as requested.
11. Conducts demonstrations, coordinates installations and customer training.
12. Builds relationships with procurement departments to streamline the approval processes.
13. Develops key internal relationship with Marketing to ensure collaboration and alignment for effective selling strategies.
14. Complies with regulatory requirements for appropriate Market & Business Units.
15. Responds to problems or complaints that arise in accounts, either by personal action or by securing the assistance and support from others in the organization; works as a liaison for reporting customer complaints to AI Technical Services
16. Works regularly with the Service organization to insure customer satisfaction and to realize revenue on a predictable and timely manner.
17. Services existing accounts, obtain orders and establish new accounts by planning and organizing daily work schedule to call on existing or potential sales opportunities
18. Completes all reports and customer information effectively and consistently as deemed necessary by the company
19. Gives feedback to management regarding new potential applications or competition in the marketplace
20. Ability to travel 50-75% of the time
21. Follows all local safety procedures, State and Federal OSHA Regulations, and reports any safety concerns.

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### **Experience Requirements:**

1. Minimum 5 years direct sales experience in capital equipment in the Life Science market.
2. Consultative sales training experience is mandatory.
3. Broad industry knowledge with biotech accounts.
4. Bioprocessing knowledge is preferred.
5. Previous Key Account Management Strategy.
6. Well-developed PC/MAC skills including: MS Windows, MS Excel, Word and PowerPoint, as well as experience with a CRM
7. Possess a valid driver's license and ability to travel, at time on short notice.
8. Ability to manage and develop sales territories while also managing costs and risks.
9. Ability to effectively communicate (orally and written) both technical and non-technical topics.
10. Strong presentation skills demonstrated before customer, peers, and senior management.
11. Ability to recognize and manage potential problem areas and resolve them with integrity.

### **Education Requirements:**

1. BS degree in Life Sciences or Business or equivalent combination of education and experience.

### **Physical Requirements and Working Conditions:**

#### **Field Days:**

1. Standing 70%, Walking 50%, Sitting 30%
2. Speaking 50%, Hearing 95%
3. Lifting equipment between 20-30lbs

#### **Norwood, MA Office:**

1. Typical office environment.
2. Must be able to use basic office equipment: computer, printer, copier, telephone, etc.
3. Must be able to remain stationary for long periods of time.
4. Must be capable of communicating with stakeholders through various means.

#### **Injury Exposures:**

May be subject to exterior field service environment, as needed. May be subject to adverse environments traveling to and from customer sites. May also have injury risk within customer sites if personal protective equipment (PPE) is not used, used improperly; or if not following other proper safety procedures.

### **Application Process:**

Interested candidates should send their resume to:

Advanced Instruments, LLC  
2 Technology Way  
Norwood, MA 02062  
[jobs@aicompanies.com](mailto:jobs@aicompanies.com)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time