

# Job Opportunity Notice



<b>Job Title:</b>	Account Manager	<b>Posting Date:</b>	8/11/2022
<b>Work Location:</b>	Remote (Western US)		
<b>Department:</b>	Sales		
<b>Reports to:</b>	Director, North America Clinical Sales	<b>FLSA Status:</b>	Exempt

**Summary:**

An integral part of the Advanced Instruments team, the Account Manager will be responsible for selling the Advanced Instruments (AI) Clinical line of products. In this exciting new role, the Account Manager will work directly with existing and prospective customers to identify their needs, deliver product demonstrations, and provide exceptional product support. The Account Manager’s primary objective will be to meet or exceed sales objectives within acceptable profit goals.

The successful candidate will possess strong organizational and time management skills. They will be self-motivated, energetic, charismatic, and 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 sale including lead qualification, virtual and on-site product demonstrations, quotations, negotiations, and post-sale follow up.
2. Achieves sales plan.
3. Initiate outbound calling plan to generate product interest.
4. 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.
5. Ability to Identify opportunities to expand sales at existing accounts by cross selling the portfolio.
6. Develops and maintains effective time and account management practices.
7. Maintains accurate and timely data in the CRM.
8. Responsible for providing regular and accurate forecast information for the territory in the CRM.
9. Participates in or supports local, regional and national shows as requested.
10. Conducts demonstrations, coordinates installations and customer training.
11. Builds relationships with procurement departments to streamline the approval processes.
12. Develops key internal relationship with Marketing to ensure collaboration and alignment for effective selling strategies.
13. 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.
14. Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales opportunities.
15. Completes all reports and customer information effectively and consistently as deemed necessary by the company.
16. Gives feedback to management regarding new potential applications or competition in the marketplace.
17. Ability to travel, sometimes on short notice.
18. Maintain product knowledge, competitive awareness and a customer driven focus.
19. Contribute to a professional sales atmosphere through positive interaction with sales staff, internal departments and customers.

**Attributes:**

1. Superior communication skills and demonstrated ability to work effectively in a matrix environment with multiple stakeholders.
2. Results oriented
3. Ability to lead without authority to achieve sales goals.
4. Strong interpersonal skills
5. Ability to assimilate information to garner support for resources, change, etc.

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### **Experience Requirements:**

1. Minimum of 5 years laboratory diagnostic and/or device sales experience required.
2. Technical experience preferred having worked the bench in a Clinical Laboratory.
3. Strong understanding of Clinical Laboratory operations and workflow.
4. Proven sales performance exceeding expectations.
5. Excellent planning, organizational, and prioritization skills.
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.
8. Ability to manage accounts 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/BA Degree preferred or equivalent combination of education and experience.

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

1. This is a remote position and candidate must have an appropriate working environment.
2. Must be able to use basic office equipment: computer, standard MS Office applications, printer, copier, phone, etc.
3. Must be able to remain stationary for long periods of time.
4. Must be able to travel up to 50% of the time. Travel will be primarily within the United States.

### **Application Process:**

Interested candidates should send their resume to:

Human Resources  
2 Technology Way  
Norwood, MA 02062  
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.