

System Automation Corporation Account Manager Position Description

Reports to: Director, Customer Experience

Location: Columbia, Maryland

Position summary: Proactively finds new opportunities for the firm's products while ensuring a great customer experience. Manages, reports, and participates in all sales efforts to achieve goals within established timeframe and budget. Participates in developing new offerings in the service catalog, including pricing and profitability targets. Contributes to the firm's overall approach to providing a great customer experience.

Compensation: Base salary plus commission

Key Responsibilities

- Generates qualified leads from new prospects
- Makes sales calls to potential new clients
- Acts as a capture manager for state agency RFPs and procurements according to SA- defined proposal process
- Shapes state agency RFPs for licensing systems to increase probability of contract wins
- Develops and makes presentations of company history, experience, products and services to potential clients
- Participates in sales events to generate additional prospects
- Manages all sales efforts and activity using company CRM system, and prepares sales reports
- Follows up on sales activity; responds to all requests and concerns (RFPs, prospect/client requests) by phone, electronically or in person in a timely fashion
- Analyzes prospective client needs, matches them to firm capabilities, and translates them into proposals which set clear expectations to meet client requirements and protect the company
- Facilitates creation of cost and technical proposals by the delivery team
- Provides detailed backup for all pricing
- Facilitates the negotiation process between clients and the delivery team
- Other duties as assigned

Knowledge, Skills and Abilities

- Knowledge of sales principles and practices
- Ability to cold-call prospective clients
- Excellent verbal and written communication skills
- Ability to be a team player
- Ability to think like a company owner
- Experience in making presentations
- Proven ability to achieve sales targets
- Ability to plan and strategize
- Ability to persuade others
- Ability to adapt to new situations
- Strong negotiation skills
- Ability to be resilient and tenacious

- Ability to tolerate high stress
- Ability to be goal driven
- Proficiency in Microsoft Word, Excel, Project, PowerPoint, and Visio
- Ability to travel extensively

Qualifications

- Bachelor of Science in business administration, marketing or related fields of study, or equivalent years of experience
- Over five years of related experience in a software development company
- At least five years of experience in the sales (base plus commission) environment

About the Company

Located in Columbia, Maryland, System Automation Corp. (SA) is one of the nation's leading providers of regulatory management software and services to government and private-sector organizations. SA exists to automate regulatory compliance and deliver a great customer experience. We believe that empowering our clients to address regulatory challenges is an important part of protecting the general public and making the world a better place.

Our values inspire us to provide a great customer experience:

- Respect
- Accountability
- Integrity
- Honesty
- Empathy
- Responsiveness

To apply for this position, please submit a cover letter and resume to resumes@systemautomation.com