



Sales Account Manager

Job Description

Department: Sales

Job Status: Full time

Reports to: Vice President of Sales

Location: Albany, Ga

Position Summary

Invision Technologies, LLC is looking for additional Sales Account Managers to join our team. This position works closely with both our current and future customers to promote the sale of our products and service offerings. The Sales Account Manager will work regularly with other members of the sales team and colleagues from a range of departments, such as Operations, Administrative, and Leadership. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to find solutions to client facing problems. Ideal candidates are self-directed, innovative, organized, flexible and consistent in maintaining our high-quality of standards. The desire and drive to build and maintain long-term customer relationships is a critical function of this role.

This is a full-time position based in Albany, Ga.

Responsibilities & Duties

- Manage and interpret customer requirements – speaking with clients to understand, anticipate, and meet their needs
- Identify and resolve client concerns; recommending a course of action to alleviate these concerns in the future
- Expand market awareness of our products and service offerings by communicating features and benefits of our products and services effectively
- Maintain awareness of pertinent client information, future plans, payment performance, and business needs
- Work with the operations team to ensure customer project requirements and needs are met
- Maintain records of customer communications and contacts as required within our CRM
- Conduct technical presentations to decision makers within client or prospective buyers' environments
- Submit a variety of sales status reports as required, including activity, closing, follow up, and adherence to sales goals
- Prepare responses to RFP (request for proposals) and RFI (request for information)
- Attend and participate in conferences, trade shows, community events, and other marketing events
- Is chiefly responsible for setting the customer's expectations, for any sold product or service
- Other duties as assigned

Knowledge, Skills & Personal Qualities

- Perceived capacity to exude personal credibility and professional integrity
- Positive attitude towards people and problems
- Ability to self-start, work independently, and achieve high standards to meet multiple deadlines
- Adept in developing and maintaining strong relationships with management, staff, vendors, and clients
- Exhibit a high degree of professionalism, balanced business judgement, tact, and diplomacy
- Excellent problem-solving skills, in both mundane and highly-sensitive, albeit complex situations
- Working knowledge of computers, networking, access control, surveillance systems
- Demonstrated ability to work in a fast-paced environment
- Time management, organization, communication is vital

Required Qualifications

- 3-5 years of proven sales experience
- Exceptional interpersonal, written, and verbal communication skills
- Charismatic and able to deliver presentations to clients
- Exceptional customer service skills
- Microsoft office proficiency required, especially in Excel, PowerPoint, and Outlook
- Attention to detail

Preferred Qualifications

- Advanced level degree or certifications desired
- Technology sales and/or HaaS/SaaS experience
- Managed Service Provider experience
- Use of PSA/Ticketing system experience

Benefits

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend

Accommodations

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.