



JOB DESCRIPTION

Job Title: Tier 2 Account Executive
Location: Richmond, Baltimore, DC area

Reports to: Sales Manager
FLSA Status: Exempt

Account Executive: Responsible for managing assigned accounts and increasing new business within the account base (end users and our key System Integrators and OEMs). Maintain 100% customer satisfaction through client centric solutions offerings (software, hardware, services and consulting) and excellent account management. Collaborate with Inside Sales and Center of Excellence (Pre Sales System Consultants and Technical Support Teams) to nurture accounts. Consistently model client centric behavior and strive for client centric outcomes. Assist InSource staff with achieving goals while attaining individual quotas. Strategize with management on market potential. Develop knowledge base through training and personal development.

Essential job functions

- Monitor client profile, industry data and other corporate information to determine focus of efforts. Effectively assess clients based on three criteria – technical readiness (journey), ability to purchase (budget) and business cycle. Based on the assessment prescribe client centric solutions that address client’s people, process and technology requirements.
- Achieve annual and quarterly sales and gross profit objectives.
- Develop/strengthen relationships with a portfolio of existing clients to maintain current business relationship and generate new sales, via phone, web-ex and in person calls.
- Prepare and deliver effective sales presentations in-person, via WEBEX and using cloud demos.
- Leads team-based sales effort, collaborating with :
 - Customer First team to secure support renewals.
 - Client Services for proposal generation and to close lower dollar opportunities
 - Pre-Sale Technical System Consultants for product demos and architectures
 - Subject Matter Experts (SMEs) for sales opportunities of larger projects and potential services and consulting sales.
- Maximize profitability utilizing value selling tools and practices
- “Campaign” existing customers to introduce or familiarize them with solutions that may be of interest. Develop targeted customer lists for marketing campaigns. Meets minimum call requirements as assigned.
- Accurately forecast annual, 60 and 30 day revenue streams.
- Regularly update and utilize NetSuite for calendaring of efforts and follow-ups.



- Develop and maintain a thorough knowledge of company's products, pricing practices, and selling skills.
- Observe the high quality of InSource Solutions ethical standards in presentations, proposals, and overall representation of the company.
- Track expenses and submit reports monthly.
- Up to 50% Travel
- Other job duties as requested.

Minimum job requirements

- **Education:**
 - Degree in Engineering, IT or equivalent work experience
- **Experience:**
 - 5 or more years' experience in business-to-business sales with a technical product company, with preference for software sales experience
 - 1 or more years experience in manufacturing
 - Work experience in the designated territory/knowledge of potential client base a plus
 - Experience with Industrial Automation Solutions, including PLCs, DCS (Distributed control systems) I/O networks and/or MES/ SCADA software
- **Specific Skills:**
 - Excellent time management and organizational skills
 - Excellent oral and written communication skills
 - Proven presentation skills
 - Superior interpersonal skills, especially teamwork ability
 - Proven ability to work independently
 - Mentorship or leadership of sales teams a plus.

Supervisory Responsibility: none

Work Conditions: General office or home office environment and customer manufacturing site visits. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure. Travel, including overnight travel is required.