



JOB DESCRIPTION

Job Title: Account Manager

Reports to: VP, General Manager

Summary job description

Foster and grow sales from a regional portfolio of established manufacturing and industrial clients. Responsible for managing a high volume of inbound requests, building trust and sharing new solutions with both active and dormant clients through phone, web and email conversations.

Sell core software products, industrial hardware, and services to assigned clients, nurturing contacts regularly to build relationships, provide solution updates, investigate new opportunities to increase sales.

Quarterback a regional sales team that includes customer success advocate, business development lead, inside sales support member and various pre- and post-sale technology specialists. Attain high level understanding of the full portfolio of the region's clients and assist team in creating annual plan to achieve goals. Manage weekly team huddle calls. Create and defend team forecasts monthly.

Create high level customer satisfaction through strong personal client service and account management. Employ time and sales process mgmt. skills to qualify leads and decide which opportunities to close individually or handoff to business development led to maximize both sales potential and efficiency.

Essential job functions

- Establish a regular cadence of proactive contact with clients to build knowledge of client, current software inventory, client issues and new business initiatives to grow market opportunities. Nurture client relationship, inquiring and listening to uncover new opportunities.
- Maintain a deep understanding of core product (SCADA), licensing and pricing policies, particular Software-as-a-Service (SaaS), as well as complimentary offers, services, and sales process. Maintain understanding and ability to position full AVEVA portfolio at a high level.
- Develop portfolio understanding in non-core areas (Mfg. Execution System, Asset Performance Mgmt., or Unified Digital Engineering)



Outbound Responsibilities

- Learn and execute key processes including annual software maintenance and subscription renewals, core pipeline opportunity follow-up, targeted sales campaigns, joint discovery calls with BD lead and quarterly campaign initiatives/programs. Through these outbound activities build strong client relationships and use conversational interviewing to build a more complete client picture:
 - usage of current licenses/solutions (is everything working),
 - satisfaction with current solutions (capture value and ROI),
 - current and expected needs (define how to get added value from what they own or added purchases),
 - changes in organizational structure, direction, etc.

From this information, present new product information, complimentary solutions, and services.

- Perform out-bound education and campaigning to assigned accounts. Deliver effective presentations and demos by Microsoft Teams and phone.
 - Recommend appropriate software, services and/or configurations based on customer input. For advanced solution and non-core opportunities, hand off to BD team.
 - Provide technical information in support of discussions or quotations.
 - Actively follow through on submitted quotes and /or proposals and potential leads.
 - Increase revenue of assigned accounts.
 - Track outbound activities, opportunities generated and sales.

Inbound Responsibilities

- Respond rapidly to and manage a high volume of inbound calls, emails and leads from existing clients either directly or forwarded by other team members. Review inbound requests and probe to fully understand need, assess sales potential and decide whether to handle personally or hand off to the business development lead.
 - For core opportunities, work with technical, sales or licensing specialists to develop client quote.
 - For advanced application opportunities, services and/or consulting, discuss and hand off to Business Development lead.



Expected Behaviors:

Client Focused

Ensure clients get value from all they do with InSource. Listen, think then solve.

- Come prepared and listen to understand. Use deep industry and technical experience and insights to drive challenging conversations. Identify appropriate solutions which could bring value to the business.
- Focus on client outcomes; and see this role as a catalyst for change.
- Ensure that clients find it effortless to do business with us.
- Always search for the best technology and partners to best serve our clients and fulfill our mission.

Team Fueled

Team is how InSource excels. Clients get the right person at the right time, even if it's not me.

- Respect and Grow each other. Be fearless, willing to push the team to become better. Have each other's backs.
- Learn about others and model inclusive behavior. Value the whole person.
- Say something when something that is wrong. Take action and resolve issues.
- Diversity of thought and background brings richness to our decisions. Embrace alternative thinking.
- Fun is part of who InSource is. Work to live; balance is important.

Qualifications:

- 3-5 years technical sales experience, preferably in industrial automation realm.
- Client engagement: excellent listening skills; Natural curiosity and willingness to learn.
- Technical background: solid understanding of core products (SCADA, Historian and Cloud Offers) software maintenance and subscription contracts; familiarity with broader suite of advanced products and solutions. Must be able to architect a system and provide pricing for core products (SCADA and Cloud) solutions.
- Experience in the manufacturing industry and passion for applying technology to solve business challenges.
- Basic understanding of core Manufacturing IT platforms: PLC/DCS, Industrial networks, HMI/SCADA, Industrial computers, servers, industrial computing hardware. Prior experience in software/technology solution a plus.
- Experience with disciplined use of CRM in all stages of sales process.
- Great phone, web, and email communications
- Must be comfortable and confident in making product/solutions recommendations. Must be able to position the full InSource message.