

Account Manager

About Petriss

Petriss is an innovative, technology focused company providing a full-service platform to support the management of surgical instruments for our customers. We partner with hospitals and clinics that provide surgical services, helping them ensure that their operations and processes are consistent, efficient, and most importantly safe.

We apply our industry expertise and focus through our software and consulting team to help our customers manage the full lifecycle of surgical instruments, from surgery, decontamination, assembly and finally sterilization. These are critical processes and systems to ensure the health and safety of our customer's patients.

Job Description

Reporting directly to the CEO, this role (Account Manager) is responsible for a continued client relations campaign and management of day to day relationships with the existing customer base. The focus of this role is on client delight, retention of current business lines and identification of new opportunities within those accounts. The Account Manager coordinates communications and brokers actions with client, Account Executive and VP Sales to achieve area revenue performance objectives. AM is responsible for the customer support functions for Petriss. This includes the full sales lifecycle.

Primary Purpose

To achieve financial goals through growing revenue in existing and new accounts. Accountable for developing and implementing strategic plans to expand the use of products and services within assigned territory and accounts. Manage sales accounts by allocating appropriate time to high priority goals, requirements and sales opportunities.

Customer Relationship Manager

- Establishes and fosters long-term relationship with customer during and after the sales process.
- Convey information to customers in a clear, compelling way that will positively affect their thoughts and actions.
- Mobilize internal resources to achieve sales goals.
- Have the focus, persistence, positive outlook, and discipline to meet the personal demands.
- Keep customer commitments, resolve customers' problems and exceeding expectations
- Translate benefits of solutions, products and services to customers involved in the decision-making process based on understanding of their individual needs and/or business problems to solve.
- Understand strategic position in industry and specific territory.

Results Driver

- Takes the initiative to set and achieve challenging work goals; maintains high work standards. Works to achieve high levels of personal performance to meet or exceed goals.
- Anticipate problems or opportunities and take immediate action to address them.
- Clarify the nature of customer needs and then meet or exceed customer expectations
- Follows through on commitments and agreements.
- Manage time and resources to ensure that work is completed efficiently and on schedule.
- Sets challenging personal and business goals and demonstrates persistence toward achieving those goals.
- Takes a well-ordered, logical approach to identifying issues, analyzing problems, organizing work, and planning action.
- Follow procedures to ensure quality output.

Involvement Team Member

- Works cooperatively with others to accomplish sales goals.
- Interact and engage with sales team
- Help the sales team achieve its goals by identifying potential opportunities, sharing information, involving strategic sales team members.
- Communicate clear information and instructions to team members
- Set high standards of performance, quality, and accountability for self and others. Lead by example

Territory Planning

- Systematically managing and reviewing clients by value (ie, facilities size, revenue value, etc)
- Assist in the sourcing of account information leading to further sales (i.e., names of appropriate client contacts, customer use of clinical equipment, identifying possible departmental expansion.
- Demonstrates ability to identify and qualify decontamination programs.
- Demonstrates a working knowledge of the specific markets to include Acute Care; Ambulatory Surgery Centers and for future consideration
- Execute customized group presentations for each account utilizing professional presentation skills and adept technological skills.

Initiative & Flexibility

- Demonstrates personal ownership and follow through to get desired results, responds quickly and effectively to changing circumstances and adapts behaviors appropriately.
- Identifies skill development areas and takes the initiative to learn new processes and technologies.
- Seizes opportunities and takes action on them.
- Plans, prioritizes and organizes tasks based on business need.
- Exhibits flexibility in work schedule in order to meet customer need.

Responsibilities

- Manage existing revenue stream
- Identify new opportunities and work with appropriate resources to move deals through the sales funnel
- Through account management, up-sell and cross-sell additional solutions



- Ensure customer satisfaction resulting in acceptable scores on any and all surveys
- Understand and articulate the value proposition to customers
- Interface with hospital administration, supply chain and other executive levels
- Cooperate with district Operations team to manage customer expectations
- Administrative duties as assigned by team
- Maintain open and constant communication with Account Executive, and Operations team to ensure customer satisfaction

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrated the ability to apply technical, industry and product expertise to increase efficiency and reduce duplication of effort.
- Ability to speak competently about all clinical equipment found in hospital environments as well as strong understanding of hospital finance, reimbursement, regulatory, and safety practices.
- Embrace and demonstrate mastery of Professional Selling Skills (PSS) discipline.
- Demonstrated ability to execute results against strategy and meet critical deadlines.
- Demonstrated excellent presentation skills and written communication skills.
- Demonstrated strong business knowledge, perspective and ethical behavior.
- Ability to multi-task.
- Time management and organizational skills.
- Strong presentation skills.
- Highly self-motivated and enthusiastic.
- Proven computer skills to include Microsoft Word, Excel and PowerPoint.

Educational Credentials and Experience Required

- B.S. or B.A. in marketing, communications, business or related field required
- Professional Selling Skills training/experience preferred.
- Healthcare hospital industry, medical equipment, sales or services preferred
- Demonstrate history of customer retention and growth
- Minimum 3 years sales and account management experience
- Must have valid drivers license

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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