



Senior Account Executive Job Description

Department: Client Services (Sales and Marketing)

Location: Any City, United States (prefer Phoenix or Raleigh)

Salary Grade: 16

The Senior Account Executive (SAE) provides sales and client management leadership to develop and support strategic account relationships to achieve profitable results. After the initial relationship is established the SAE will be the primary point of contact for their assigned clients (both contracted and prospect) and be responsible for maintaining strong relationships, managing all client communication and first line project management.

Responsibilities:

- Identify client needs and offer quality products and services to meet these needs
- Develop proposals and contracts according to company policies
- Insure client projects are delivered on time and according to client specifications
- Participate in the development of company's promotional materials and presentations
- Provide high quality customer support and track client satisfaction levels
- First point of contact for clients on all new projects
- Act as the liaison between the Client and Incential Client Support, Operations and Technical groups
- Gather concise and clear requirements from the client and communicate to appropriate Incential departments
- Develop and present regular project and issue status reports to clients
- Build influential partnering relationships with the assigned accounts. Fully understand customer's goals, objectives and business needs. Target information and solutions based on customer's requirements. Recommend solutions that serve the customer's business objective. Differentiate products and services from competitors.
- Provide direct sales activity to secure accounts and opportunities. Develop and maintain executive relationships.
- Seek out, target and initiate contact with prospective customers. Develop network of contacts. Qualify and assess targeted accounts.
- Develop yearly sales plan based on market and product mix. Work closely with VP of Sales & Marketing to monitor and analyze market trends and competitive issues. Semi-annual review of business plan and preparation of sales plan meetings.
- Attend all planned trade shows, opportunistic shows meetings and seminars that add value from the technical Business Development point of view.

Requirements

- Bachelor's degree in business or related field
- Eight to Ten years experience in sales and product marketing
- Eight or more years experience in the Life Sciences industry

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- Position requires significant travel, but can usually be managed to day trips if based in the Northeast U.S.. Occasional overnight travel may also be required.
- Able to manage multiple priorities with a sense of urgency while completing required administrative functions
- High energy, clear goal orientation and strong work ethic; “can do” attitude.
- Ability to inspire confidence and work with all levels of client and internal staff
- Strong working knowledge of Microsoft Office suite of products including Excel, Word, Power Point, Project and Outlook
- Desire to work with customers to understand their variable compensation processes and requirements
- At least 5 years of experience as Compensation/Sales Ops Analyst for mid-sized to large company or equivalent experience with a consulting/data vendor
- Knowledge of enterprise application systems such as Sales Force Automation, CRM, Data Warehousing, Business Intelligence or Analytics
- U.S. citizenship or permanent residency
- Familiar with the concept of data mart, data warehousing and star schema
- At least 7 years of customer-facing consulting experience