

Job Description: Minnesota Thermal Science, LLC

Title: Inside Account Manager

FLSA Status: Exempt

Department: Sales

Reports to: Vice-President Sales – Plymouth, MN

Job Objective: Achievement of assigned revenue targets through teaming with Account Executive(s) and other direct account responsibility.

The Inside Account Manager is responsible for professionally representing Minnesota Thermal Science in all client and partner interactions and for achieving assigned revenue targets by teaming with Account Executive he/she is assigned to support and by working directly with certain assigned accounts. The Inside Account Manager is responsible at various times for all sales activities, from lead generation through closure of an assigned opportunity. This role is specifically responsible for the ongoing support and fulfillment of business to existing clients of MTS.

Responsibilities:

Primary responsibilities include:

- Work as a liaison between the Account Executive in the field and the sales and engineering/operations team inside MTS headquarters.
- Work with Account Executive to become a strong and easy access point of support for clients during the sales engagement and for ongoing support.
- Develop account/territory coverage and sales strategy that includes “regular” contact with all clients, driving current business opportunities as well as uncovering new product and services opportunities.
- Manage all in-bound suspect/prospect calls and web email requests.
- Work to design out-bound call programs to generate leads in defined MTS markets.
- Professionally manage the engagements being worked from identification, through proposal and closing, leveraging the MTS sales engagement process and accurately report the opportunity in the MTS forecasting system.
- Multiple support activities including oversight of order entry process, order tracking and insuring all necessary client and order paper work is in and properly handled.

- Assist in the transition of a client engagement from sales to order desk, delivery and operations.
- Provide similar inside sales engagement support, pricing, etc. for designated MTS third party distribution partners as they are developed and assigned.
- Develops annual objectives and business plan in conjunction with manager, which details activities to follow during the fiscal year, which will focus the Sales Associate on meeting or exceeding sales quota.
- Sells consultatively and makes recommendations to prospects and clients of the various solutions the company offers to their business issues.

- Develop complete understanding of industry, product, pricing and proposal/quoting models.
- Demonstrates the ability to carry on a business conversation with business owners and decision makers.
- Maintain accurate records of all sales and prospecting activities including sales calls, initiatives in process, closed sales, and follow-up activities within their assigned territory, including updating appropriate tools such as SFDC and our MTS forecasting tool.

Relationships and Roles

Internal / External Cooperation:

- Maintain contact with all clients in the market area to ensure high levels of Client Satisfaction.
- Demonstrate ability to interact in productive fashion and cooperate with all company employees.
- Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity.
- Maintain professional internal and external relationships that meet company core values.
- Proactively establish and maintain effective working team relationships with all support departments such as, engineering, operations, etc.

Job Requirements:

- BS degree or equivalent level of experience in a technical/complex field.
- 2-5 years of experience in sales, inside account management, telemarketing.
- Experience with technical, complex product lines. Medical, packaging or logistics background preferred.
- Comfortable in both a small account and large enterprise relationship and initiative management.
- Ability and experience in handling and prioritizing a long list of tasks and priorities and managing time effectively to accomplish all objectives.
- Proven ability to achieve sales quotas.
- Excellent oral and written communication skills.