



Department: Sales

Position: Account Executive

Reports to: Jane Bartley

Position Description:

As a member of the Inside Sales Team, the Account Executive will manage an assigned Territory to drive product and brand awareness to increase client base, reduce churn and grow Carrier Rep & Authorized Agent relationships.

Position Responsibilities: The day-to-day activities cover the following:

Specialize in generating new business through successful demonstration of the Actsoft Product Suite to meet and exceed previously established company goals. Utilize consultative selling skills, research and display knowledge of prospects you are targeting to develop and effectively display solutions for their business model and needs. Responsible for following-up with potential customers and leads provided by Admin AE, Carrier & AA Representatives, web leads and referrals. Focus on Carrier Rep & Authorized Agent relationships in the market (build and maintain relationships with existing and new Reps). Maintain CRM tool to effectively manage your leads for appointment follow ups, account status and activations.

This position includes, but is not limited to, the following activities and responsibilities:

- Analyze mobile management needs of potential clientele, recommend and demonstrate software solutions appropriate to client, specific business vertical and Carrier Sales team.
- Maintain knowledge of modern business vertical markets and provide out of the box solutions applicable to the Actsoft Comet Tracker suite.
- Understand and maintain positive working relationships with customers, sales, and 3rd party vendors to ensure customer satisfaction and compliance.
- Answer phone, email and web chat inquiries as needed and provide information/assistance or route calls to appropriate staff schedules appointments for on-line presentations and trainings
- Maintain routine correspondence with Project Coordinators, Customer Care & Management.
- Establish new accounts, ask for customer referrals, up-sell customers when appropriate, ask for add on business from existing customers.
- Perform other related duties as required and requested

Requirements and Qualifications:

Technical Skills

- Demonstrate thorough knowledge of Actsoft's suite of products and 3rd party vendor's equipment to offer clients an effective solution.
- Display basic knowledge of Microsoft products and CRM tools.
- Must possess a proven sales track record and the ability to influence decision makers at all levels of an organization.
- Must have highly developed interpersonal, analytical, communication and problem solving skills.
- Utilizes standard software packages such as Adobe Acrobat, MS Excel, MS Word, MS Outlook, and other related software.
- Ability to establish priorities, work independently, and proceed with objectives without supervision.

Education/Experience

- Some college education preferred
- Excellent written, verbal communication and customer service skills.
- Excellent computer skills
- Bi-Lingual (Spanish) speaking is a plus
- Experience in the wireless industry is a plus