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Job Title: Inside Account Manager

Department: Content Management Business

Reports to: Director of Sales

General Description of the Position

The Inside Account Manager is responsible for growing top-line revenue through the discovery and acquisition of new standard opportunity engagements in new and existing municipal clients using a consultative sales approach. Each territory contains existing customer accounts, as well as target accounts for new business development. This role's success is measured by the achievement of all sales metrics (lead generation, prospecting calls, demonstrations & proposals), as well as a pipeline quota of 3X the annual goal. The Inside Account Manager will reside in Rochester with an expectation of up to 25% travel.

Primary Responsibilities and Duties

Develop new and current customers, through an outbound phone and face to face solution based sales approach to identify new Content Management opportunities using the tools such as (but not limited to):

- Outbound telesales and prospecting
- Customer Presentations and meetings
- Solution Demonstrations
- Attendance at municipal events

Achieve assigned sales targets within the quarterly and annual time-frame

Prospect to uncover new Content Management opportunities

Develop and maintain account profile for every account within CRM

Document all activities including new business forecast within CRM

Engage specialist team members as required in such activities as:

- Customer History and relationships
- Solution Architecture
- Project Pricing

Collaborate with internal Solution consultants, Operations teams and Production staff as required.

Qualifications

- BS / BA degree
- Minimum 2 years inside sales experience.
- Demonstrated ability to close sales
- Experience selling publishing services and or application software
- Reside in Rochester NY with up to a 25% travel expectation

Key Competencies/attributes

- Effective written and verbal communication skills
- Strong interpersonal skills
- Effective collaboration and teamwork skills
- Strong negotiation skills
- Good organizational and time management skills
- Problem-solving abilities; ability to think outside the box
- Self-motivated
- Good overall working knowledge of MS Office Applications and the MS Windows environment