



Position Description	
Position:	Virtual Account Manager
Department:	Sales – Compliance Americas
Location:	Plainsboro, NJ or Waltham, MA

Supervisory Responsibilities (if any):

N/A

Job Scope and Accountabilities:

The Virtual Account Manager is responsible for renewals, upgrades, and cross sell opportunities for Compliance Division products and services by executing managed business-to-business conversations by phone to targeted SAI Global clients:

- Accountable for qualifying clients’ needs, authority, time frame to purchase and budgetary information;
- May from time to time sell to new prospects; and
- Gather business environment data, positioning SAI Global products and services with features and benefits to the client.

Key Responsibilities:

- Full understanding of SAI Global products and services;
- Use SAI Global positioning and messaging to effectively communicate to clients;
- Work closely with Service team to uncover any potential issues, and support service to ensure proper client experience;
- Develop rapport with internal and external clients;
- Gain understanding of client’s business objectives;
- Manage sales cycle daily outbound telephone activity engaging with executive level decision-makers on service offerings that address business needs;
- Daily interaction and updating of customer data base (Salesforce.com);
- Periodic input of sales forecasts and customer feedback on trends, opportunities, and challenges in order to benchmark and forecast business and revenue;
- Periodic participation in account strategy and planning sessions with marketing, legal, product development, and product support teams; and
- Preparation of proposals/statements of work.

Experience Required:

- Previous sales and customer service skills: strategic sales process skills, strong negotiations skills, strong client service skills, use of open ended questions, good listening skills, manage the sales process, manage sales funnel, strong closing skills, customer relationship management, client curriculum planning, content review, client program communication strategies;
- Possess strong phone skills, be proactive and have a positive team-player attitude;

- Knowledge of Microsoft Office (including MS Word, PowerPoint, MS Outlook);
- Knowledge of CRM (preferably SalesForce.com); and
- Able to conduct virtual presentations using WebEx.

Education/Professional Qualifications:

- Bachelor's degree preferred; and
- Minimum two years experience working in a professional services selling environment.

Interpersonal Skills:

- Excellent oral communication skills: speaks clearly and fluently, express opinions, information and key points of an argument clearly, projects credibility, gains clear agreement and commitment from others by persuading, convincing and negotiating;
- Excellent written communication skills: proper use of grammar, strong business acumen;
- Learning and Researching: rapidly learns new tasks and quickly commits information to memory, gathers comprehensive information to support decision making, demonstrates rapid understanding of newly presented information;
- Goal oriented: goal focused to obtain team goals on a quarterly and yearly basis, exhibit "can do" positive attitude;
- Be able to adapt to fast paced changing environment: adapts to changing circumstances, accepts new ideas and change initiatives, works productively in high pressure environment, participates and provides feedback for improvement; and
- Strong organizational skills: manages time effectively, manage multiple clients at one time, and is able to keep to schedules created.

Full commitment to conduct business with the utmost integrity and in full compliance with the law is absolutely essential

To Apply:

Interested and qualified candidates should submit a resume to SAI Global's Human Resources department via email at: SAIGamericas_jobs@saiglobal.com, please reference 033-12 and include salary requirements.

SAI Global is an equal opportunity employer.