

Sample Key Accountabilities

Regional Sales Manager:

- Manage sales force to deliver the sales/numbers and provide coverage for the larger sales organization. • Develop business plans and key account plans where applicable • Demonstrate industry and market knowledge, and implement/execute an engagement model for addressing their local market
- Recruit, develop and manage a strong team of talented product specialists. Includes providing coaching and leadership for their team members as well as taking action/moving out people who are not performing.
- Educate the larger sales organization “teach people specifics about the technology that they need to know, conduct some sales training, and market internally to the larger sales organization to create interest and enthusiasm.

Account Executive:

- Achieve quota on a regular basis according to pre-set performance standards • This accountability is the net result of the other 4 accountabilities and is ultimately how performance is measured.
- Strategic Account Planning • Update sales force automation product and functionality mapping • Design three-year plan • Meet with all the players • Build ROI
- Franchise Management • Balance work to effectively manage all accounts/territories in order to achieve forecasted revenue
- Mastering and Driving Internal Processes • Master the following processes noting that the Account Executive is the Initiator, Owner and Driver of all processes listed below. ROI, Pricing, Account Planning, Meeting Prep, Project Planning, Sales Cycle Process Pipeline Management
- Deal Management • Create and execute project plans resulting in revenue production
 - Utilize project management tools to project and deliver on dates established

Customer Service Associate:

- Provide consistent premier customer service with integrity that exceeds expectations and builds relationships
- Communicates effectively and efficiently
- Order management and contract review entered accurately •
Phones answered in timely manner (less than 5 seconds)
- Follow-up turn-a-round for answers; accurate and timely resolutions with information given to customers within four hours
- Knowledge of software, products, policies and services •
Certifications, ISO standards testing