



POSITION DESCRIPTION

Job Title	Account Manager SOT	Reports To	Customer Service Manager
Department	Customer Support	Location	Gurnee, IL

GENERAL SUMMARY

The Account Manager Suction, Oxygen & Therapy (SOT) has a fundamental role in achieving our ambitious customer relationships and revenue growth objectives to deliver best in class customer experience. You will make dozens of outbound calls daily, working with our channel partners, generating interest for our portfolio, qualifying prospective customers, and closing sales. You will own the sales process from start to finish: quoting, order entry, and communication with customers.

KEY RESPONSIBILITIES *(Include but not limited to)*

- Source new sales opportunities through outbound calling to current customers and prospects and inbound lead follow-up.
- Understand customer needs and requirements.
- Cross-selling Ohio Medical product portfolio to existing accounts.
- Close sales and achieve quarterly quotas.
- Research accounts, identify key players and uncover customer needs.
- Maintain and expand your database of customers and prospects.
- Team with product management partners to build pipeline and close deals.
- Perform effective follow up on orders missing key strategic articles.
- Create and enter sales quotes using Salesforce.com.
- Reply to requests for price quotations, part identification, purchase orders, order changes, adjustments, and cancellations.
- Weekly touchpoints with existing accounts to ensure high level satisfaction.
- Forecast and funnel management.
- Manage website Chat tool from inbound customers.

REQUIREMENTS FOR THIS POSITION

I. Professional Experience

- 2-5 years' sales experience
- Medical Device industry preferred

II. Education

- High School Diploma or equivalent required
- Bachelors' Degree preferred



III. Language

- English

IV. Travel (estimated % of time)

- Domestic approximately 0 – 5%

PERSONAL TRAIT PROFILE

- Proven inside sales experience preferred
- Exceptional verbal communication skills
- Excellent active listening skills
- Track record of over-achieving quota
- Strong phone presence and experience dialing dozens of calls per day
- Proficient with corporate productivity and web presentation tools
- Experience working with Salesforce.com or similar CRM system
- Excellent verbal and written communications skills
- Strong listening and presentations skills
- Ability to multi-task, prioritize, and manage time effectively
- Technical aptitude – critical thinking to analyze spreadsheet data

KEY RELATIONSHIPS

a. Internal

- Reports directly to Customer Service Manager
- Direct Reports include:
 - None
- Sales Management
- Customer Service
- Operations
- Finance

b. External

- Customers

This job description in no way states or implies that these are the only duties to be performed by this employee. The incumbent is expected to perform other duties necessary for the effective operation of the department or unit. This job description may be changed at any time.

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