**BUSINESS ACCOUNT EXECUTIVE (BAE)**

Inside Sales – Full Time

Description

**This is Us:**

* We have a bold vision to connect 25 million vehicles by 2025
* Our customers come first.  We lead through innovation. We win as one.  We act with integrity.
* We adhere to our brand promise – to make the complex simple, the future predictable, and our customers successful.

This position is responsible for building and maintaining strong relationships with our existing customers.  The BAE Rep’s main responsibility is managing the account after the 1st order has been obtained and ensuring that the client is optimizing the solution that was purchased as well as optimizing revenue with each account.  The BAE provides training and assistance to customers on any inquiries by investigating and ensuring the customer is getting appropriate and timely responses from all support organizations.  This position has a heavy emphasis on user training and solution implementation to maximize revenue.

You will maintain effective communications between New Business Account Executive (AE) sales rep, marketing, operations, and customer support to effectively handle all requests and documentation of all tasks performed.

The BAE is primarily responsible for growing business, as well as maintaining existing accounts. The BAE is responsible for utilizing effective sales strategies to secure the sale of all our products and services.

This is an essential position requiring a highly self-motivated individual with the ability to handle multiple tasks at the same time.

**Responsibilities:**

* Works closely with the New Business Account Executive (AE) that sold the account to gain a full understanding of the client’s needs.
* Maintain account interaction in proprietary Salesforce system. Knowledge of Salesforce is a plus.
* Organizes, prepares, and conducts quarterly business reviews with key executive sponsors within the account to ensure the client’s needs are being met.
* Participates in sales and the customer needs discovery and documentation process.
* Performs high impact customer demonstrations and training based on the customer specific business drivers.
* Manages the customer opportunities by coordinating with customer and production department the establish effective product shipment plan.
* Tracks Monthly and Annual sales numbers.
* Receives and properly documents customer special needs and feature requests to product development liaison as necessary.
* Maintains proactive communications (both calls and emails) with customers on a regular basis offering the highest level of attention and support to ensure customer satisfaction.
* Coordinates with customer to develop training and implementation plans to ensure maximum integration into customer’s business model.
* Occasional travel may be required of this position.

**Required Skills and Knowledge:**

* A thorough working knowledge of all products and services that are offered
* Experience with post sales strategies
* Must have high level of analytical skills and ability to understand quality standards, methods, and reporting
* Must be able to speak, read, and write fluent, grammatically correct English, at a level suitable for communicating with all customers, including large groups and executives
* Bi-lingual (Spanish) preferred, but not required for the right candidate
* Excellent mathematical skills, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
* With minimal supervision, demonstrate the ability to solve practical problems, interpret, resolving problems and issues using a variety of instructions or guides furnished in written, oral, or schedule form
* Must be knowledgeable in basic computer operation and proficient in Windows applications (Excel, Word, internet, and Outlook) to generate required reports and analytical data.

**Professional Training, Education, & Experience:**

Successful applicants must be able to show that they possess the skills and ability to successfully carry out the responsibilities of the position.  The following examples are illustrative of the level of education; experience and training that could be expected to produce these skills. Applicants may demonstrate possession of the necessary abilities in other ways, and therefore these examples are not absolute criteria.

* Specialized customer service-related experience and/or training; or equivalent combination of education and experience preferred
* Excellent communication skills.  Proven ability to train both small and large groups
* Strong understanding of customer and product dynamics and requirements.
* Ability to read and interpret documents for general and analytical purposes with a high degree of accuracy.
* Ability to write reports, business correspondence,
* Exceptional experience in independently managing tasks and projects
* Strong organizational, customer focus and planning skills