

## Account Manager

***OpenConnect Systems, the industry leader in automated business process discovery, is accepting applications for an Account Manager position.***

### **Description of Position**

The Account Manager (AM) is a client facing position with a good understanding of what it takes to maintain and develop the most productive client relationships. The client must see the Account Manager as the "Trusted Advisor" and consider them as part of their strategic knowledge pool. The AM must be comfortable in working with the client to identify and defined business process improvement opportunities using OpenConnect offerings.

### **Essential Duties and Responsibilities:**

1. Responsible for delivering analytic insights into clients business process inefficiencies derived from OpenConnect's offering.
2. Manage OC technical team to achieve the client's business goals and objectives.
3. Responsible for working with Senior Sales Executives to develop and implement client sales and service strategy.
4. Consistent with OpenConnect's sales methodology, assist Sales Executive in advanced sales cycle activities such as the Business Requirements Discovery (BRD) process and the execution of the discoverNow.
5. In post-sale, work as Account Manager to:
  - a. Coordinate all client activities relating to OpenConnect product and services.
  - b. Assure new selling plans are consistent with present sales policies and sales service capabilities.
  - c. Serve as primary liaison between:
    - i. Client's business units and technology staff
    - ii. Client and OpenConnect
  - d. Routinely communicates and advise management of all issues and ensure corrective action is taken.

### **Education and Training**

Bachelor's degree is required in business, marketing, sales or computer science, an advanced degree is highly desirable. Strong sales and analytics background, experience required minimum 3 to 5 years experience.

### **Specialized Knowledge and Skills**

- Able to direct client activities, ensuring customer satisfaction related to business process improvement projects and maximizing company's revenues.
- Experienced working with client "C" management level.
- Strong listening and questioning skills
- Excellent written and oral communication skills.
- Ability to identify and convert new business opportunities.
- Strong team player.
- Creative thinker and strategic influencer.
- Strong analytical skills
- Strong Project Management skills

### **Work Environment:**

General office environment. Extensive travel required (80%)

### **Reports to:**

Business Unit Senior Vice President

### **Vertical Market(s):**

HealthCare , Insurance, Financial Services and Government Markets are our primary focus.