

## Sr. Account Manager

DEPARTMENT: Commercial

REPORTS TO: Director, Sales & Project Management

TYPE OF POSITION:  FULL TIME  PART TIME

HOURS PER WEEK: 40 +

Pay Range: \$65,000 to \$80,000 + Commission

### SUMMARY:

The Sr. Account Manager role is an individual role vital for the success and growth of Forecast 3D. The Sr. Account Manager builds market position by locating, developing, negotiating, examining risk, and closing business relationships. The ideal candidate understands the focus on financial growth and customer satisfaction, is a team member, and can communicate territory strategy to Forecast 3D management.

### RESPONSIBILITIES:

- Prospecting: Cold calling, canvassing, and leveraging your territory and network to gather leads and generate business.
- Manage Territory: Self-starter, manage all aspects of customer engagement. Maintain and support current sales efforts and customer base while developing world-class business development processes.
- Goal Oriented: Manage the sales budget and deliver company sales budget growth goals on a monthly, quarterly, and annual basis. Identify, define, and implement strategic objectives in response to changes and opportunities in industries such as Consumer Goods, Industrial, Aerospace, and Medical.
- Customer Focused: Understand customer needs and issues. The Sr. Account Manager should build lasting relationships through a consultative approach, winning for the long term. Customers should view the Sr. Account Manager as a trusted advisor.
- Team Contributor: Share best practices with team members and volunteer suggestions to improve customer experience and expectations.
- Disciplined: Sr. Account Manager is responsible for sales reporting, expense reports, and customer communication in a timely manner. Ensure ethical behavior.
- Alignment with Vision and Strategy: Sr. Account Manager aligns well with Forecast3D growth strategy and is valued for ideas, strategy, and implementation of internal and external processes to improve overall company success.
- Ability to Travel: Approximately one week of travel per month with 2-3 tradeshows per year and two annual visits to Forecast 3D Headquarters in Carlsbad, CA.

- Other duties, tasks, and responsibilities that may be assigned at any time.

#### COMPETENCIES:

- Good judgment and decision-making skills.
- A high sense of urgency in providing first-class customer service.
- Excellent verbal and written communication skills for communicating with vendors, customers, and internal departments.
- Ability to work independently and with a team.
- Self-motivated with a strong work ethic and positive attitude.
- Solid organizational skills including attention to detail.
- Ability to manage multiple projects and activities in a fast-paced environment.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally.
- Assess and meet project deadlines, balance priorities, and work through the completion of projects.
- Intermediate Microsoft Office proficiency.

#### WORK ENVIRONMENT:

This job operates in a professional office environment. Onsite and Remote.

#### POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m., although some evening work may be required for events. A flexible work schedule or location can be accommodated on an individual basis.

#### TRAVEL:

Some travel (~ 50%) is required for events, meetings, and marketing activities.

#### REQUIRED EDUCATION AND EXPERIENCE:

1. Previous experience or interest in 3D Printing/Additive Manufacturing, and willingness to learn more is preferable.
2. BA/BS Degree in Business Administration or Technical fields, Mechanical Design/Manufacturing/Materials, or equivalent experience preferred.
3. Industry knowledge in Medical/Aerospace/Automotive/Government/Education a plus.
4. 5 years of documented successful sales achievement is desired.
5. Flexibility to work outside normal work hours, as required.
6. Good judgment and sound decision-making skills.

#### WORK AUTHORIZATION/SECURITY CLEARANCE (if applicable):

Must be able to work in the US.