

Position title:
Sales Account Manager

Location: USA Central

Department: Sales

Reports to: Mert Sahin

Direct reports None

H.E.L Contact: Mert Sahin

Responsibilities of the role

Key Responsibilities

- Within a geographic area responsible for selling product(s), services, parts, solutions, or projects.
- Contributes to sales plan in a specific region.
- Defines sales strategy for targeted clients.
- Products and systems requiring technical knowledge.
- Accurately forecast and achieve sales objectives.
- Prepares and delivers proposals and presentations.
- Actively participates in key capital equipment deals, strategy, execution, and building customer relationships.
- Conduct basic customer demonstrations.
- Update and expand the company CRM system.
- Ability to collaborate with service and applications personnel to ensure efficient service to clients.
- Build personal credibility and manage customer networks and relationships at all levels.
- Ensures timely communications with the customer at all stages.
- Ensures all relevant processes and procedures are followed throughout the task and documentation has been completed in line with our quality and continuous improvement system.
- Communicates with the team, stakeholders, and decision-makers at all levels if there are any issues.
- Weekly meetings with line manager to update issues and actions taken to resolve them.
- The ability to travel regularly up to 80% of the time.

Candidate requirements

Minimum Education and Experience

- Bachelor's Degree from an accredited university or college in Chemistry, Chemical Engineering or related fields.
- Demonstrated knowledge of selling to industrial, R&D chemical sector is desirable but individuals with strong scientific and chemical engineering backgrounds with 3+ years of commercial experience will be considered.
- Working knowledge of chemical processes deployed in pharmaceutical and fine chemical R&D is preferred.
- Must have excellent communication and presentation skills; capital equipment sales experience desirable.
- Must be a good listener; able to understand customer processes.
- Strong commitment to customer service and satisfaction.
- Ability to effectively work under short timelines.
- Fluency in written & spoken English.

Preferable Skills and Attributes

- A self-starter who is focused, reliable, flexible, and well-organized.
- Ability to grasp scientific terms and concepts.
- Strong written and verbal communication skills.
- Experience in building long term relationships with clients.
- Computer proficiency with Microsoft products (Outlook, Word, Excel, PowerPoint).
- Ability to meet deadlines.
- Flexibility in work hours.
- Ability to travel extensively within U.S. and Canada.

Training provided

- Up to one-month initial training on the HEL Ltd
- Project Management Training
- Training on company business information systems applicable for role
- Health & Safety Training, as required
- On the job training

Physical demands of the role

General Check all that apply

Criteria	Amount of Time			
	None	Under 1/3	1/3 – 2/13	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feel				X
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel, crouch or crawl		X		
Talk or hear				X
Taste or smell	X			

Weight lifting or force exertion Check all that apply

Weight	Amount of Time			
	None	Under 1/3	1/3 – 2/13	Over 2/3
Up to 10 pounds (4.5 kg)			X	
Up to 25 pounds (11.5 kg)			X	
Up to 50 pounds (23 kg)		X		
Up to 100 pounds (45 kg)	X			
Over 100 pounds (45 kg)	X			

Specific Vision Requirements Check all that apply

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	X
Distance vision (Clear vision at 20 feet/ 6 metres or more)	X
Colour vision (ability to identify and distinguish colours)	
Peripheral vision (observing an area above, below, left or right while eyes are fixed on a given point)	X
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	X
Ability to focus (ability to adjust eyes to bring and object into sharp focus)	X