PROFILE DESCRIPTION

GENERAL INFORMATION	
Job title	**Strategic Account Director US and Canada**
Cell	Marketing & Sales
Contract type	Full-time: 40 hours/week Remote
Salary	Competitive base salary & performance bonus
Reporting to	CEO Head office Rotterdam, The Netherlands
Job holder	vacancy
Ranking	Senior
Industry	Software, E-training, Simulations
Market	Healthcare
Product/Service	Software as a Service (SaaS)
Customer type	Business Unit Managers & Executives at Medical Device Manufacturer (MDM) corporations and hospitals.
Customer locations	80% United States, 20% Europe (The Netherlands)
Key deliverables	• ARR growth • Account coverage • % Recurring business • Customer satisfaction (NPS)
Profile summary	A highly motivated team player with an entrepreneurial mindset and solid sales experience that identifies him/her as an organized, emphatic and accountable professional with strong communication skills.
Location	United States: Midwest region of Minneapolis/Chicago preferred
Travel requirements	50% + travel

PURPOSE OF THE JOB

At LeQuest, we are looking for an experienced Strategic Account Director who manages and expands the relationships with our largest, most strategic customers (MDMs & hospitals) as a long-term business. She or he earns trust, understands the account needs and supports our growth by nourishing, building, and expanding our existing relationships with top clients. Using a consultative selling approach, you increase revenue growth, drive customer satisfaction and orchestrate the relationship.

The Strategic Account Director is responsible for improving visibility in our strategic account and share and align the customer's understanding with internal stakeholders. You'll be working with our existing and new accounts and will take responsibility for multiple strategic accounts.

The Strategic Account Director is a crucial position that affects every level of our organization.

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KEY RESPONSIBILITIES
Working with strategic customers • Proactively establish professional and productive relationships with stakeholders in client accounts and identify solutions for their organization that support our growth. • Assess, clarify, and validate customer requirements, needs, and goals on a consistent basis and keep track of this in the Strategic Account Management plans. • A hands-on approach to upsell current business units and close new business across various business units within strategic accounts. • Upselling to existing accounts. • Manage new product launches. • Offer point of contact & accountability for the strategic account, both internally as well as externally. Effective SAM implementation • Maintain the Strategic Account Management plans for assigned strategic accounts with short-term objectives and long-term goals along with clearly defined steps to reach them. • Act as the orchestrator between the strategic account and internal teams. • Manage and monitor sales performance metrics. • Prepare monthly, quarterly and annual reports and forecasts. • Develop effective collaboration processes between LeQuest and Strategic Account. • Working with local sales representatives to ensure local support in line with global strategy. Delivering on the organization's strategy • Provide insights on market trends and changing customer requirements. • Identify & create new markets. • Define and achieve new value-added projects between LeQuest and Strategic Account. • Integrate route-to-market strategy with marketing & product development. • Managing major 'source of risk' scenarios.

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REQUIREMENTS (Hard Skills)	DESCRIPTION
Education	• Bachelor's degree in Sales, Business Administration or another relevant field from a top university.
Experience / Knowledge / skills	Required qualifications • 10+ years of experience as a B2B sales manager. • Comfortable with convincing senior-level executives. • Excellent communication and interpersonal skills with an aptitude for building strong client relationships. • Strong negotiation skills with a problem-solving attitude. • Outstanding organizational skills and the ability to manage multiple stakeholders and projects simultaneously. • A fast learner that can hit the ground running and learn our products & services inside and out quickly. • Ability to handle ambiguity. • Ability to travel internationally as required. Preferred qualifications • Experience with selling to major corporations, ideally in the context of SaaS. • An out of the box thinker with proven experience developing creative solutions to clients' out of the ordinary problems. • Experience using SAM, KAM & CRM platforms. • Proficient in using Microsoft Office tools. • Native English speaker other languages are also a plus

COMPETENCES (Soft Skills)	DESCRIPTION
Relating	Proactive communication and interpersonal sensitivity that supports effective teamwork both externally and internally.
Independent / self-managing	A reliable, accurate and flexible professional who can manage their own agenda.
Achieving	A drive to deliver results on target and with high quality.
Entrepreneurial	Able to identify & act upon new opportunities.
Thinking	Able to balance tactical & strategic thinking.

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ABOUT LEQUEST

LeQuest was founded in 2011 to close the gap between healthcare professionals and medical technology. We aim to improve the quality of care by empowering healthcare professionals to use medical technology with confidence and competence. Our SaaS solution trains and certifies healthcare professionals for the use of medical technology through customized, online e-simulations.

Since 2011, LeQuest has grown into a dynamic company employing 50+ innovative, international minds who are dedicated to the company's mission. We are growing exponentially and welcome talented individuals who share our enthusiasm to make a difference. As a team we dedicate ourselves to support and empower healthcare professionals to become more confident, more competent and to changing their world for the better.
By using online simulation-based trainings, we make learning easier and become more effective in training medical professionals. We have a skilled team of professionals from different cultures, countries and disciplines which creates a very special and open workplace.

OUR OFFER

- A pivotal role at a fast-growing SaaS company with a global market.
- Competitive base salary & performance bonus.
- 25 days of holiday per annum.
- Strong professional and personal development opportunities.
- To become a valued member of our multi-cultural and entrepreneurial team.

HOW TO APPLY

- Please visit: www.lequest.nl for more background information.
- For specific questions: please contact Bianca Klerk at jobs@lequest.nl or +31641083951
- Qualified candidates are invited to apply directly with a CV & cover letter via email jobs@lequest.nl and specify 'Strategic Account Director US and Canada' in the subject line.