

ACCOUNT EXECUTIVE

JOB NUMBER: 18-SA-AE01

Posting Date: February 23, 2018

Start: Immediate

Duration: Permanent

Location: Seattle, Washington

About Encore Business Solutions

Encore has been helping companies worldwide drive efficiency and sustainable success with Microsoft technologies since 1990. Headquartered in Winnipeg, CA with offices in Calgary and Vancouver, CA and Lynnwood, WA, customers have access to award-winning solutions, professional consulting services and exceptional support. You will be joining a team of 110+ experienced business and technology professionals who specialize in guiding customers through all phases of software implementation; specifically, Microsoft Dynamics 365, AX, NAV, GP, CRM, Business Intelligence, IT infrastructure and Cloud adoption. Further value is provided through dedicated Project Management, Custom Software Development, Data Migration and Integration, Business Process Improvements and Change Management with experience in a diverse range of industries. **For Company Information visit www.encorebusiness.com**

The Position

As an Account Executive, on the Client Engagement Team, you will manage a mix of clients from small to mid-size accounts primarily in Seattle, WA and Portland, OR. You will receive guidance and training towards implementing a systematic approach to managing and growing the assigned clients through ongoing communication, innovation and thought leadership. Responsible for generating annual revenue goals, you will work closely with client executive teams to maximize mutual value and earn trusted business partner status.

The ideal candidate will have experience in account management or sales roles building client relationships with a demonstrated ability to listen and comprehend unique business challenges. This individual will be familiar with or must quickly ramp up their knowledge of the Microsoft Dynamics product lines, including prior business use, consulting or implementation experience. Preference will be given to candidates with a Bachelor's Degree in Accounting, Business, MIS or Computer Science.

Key Areas of Responsibility

- Provide clients with information and capabilities about their existing Microsoft business solutions (ERP, CRM, BI, Office, Cloud), as well as emerging trends and technologies.
- Develop professional respectful relationships with key personnel in assigned accounts.

- Proactively lead clients through an account planning process to develop priorities and mutual performance objectives.
- Lead problem solving initiatives and team collaboration efforts to develop solutions that best address client needs.
- Coordinate internal resources to meet account performance objectives and client expectations.
- Routinely assess, clarify and validate client needs in response to changing business, economic, market factors.
- Meets assigned targets for profitable sales volume.
- Accurately record client interactions, leads, opportunities, contacts in company CRM database.

Desired Skills & Competencies

- Entrepreneurial spirit with proven ability to discuss technical subjects with non-technical audiences.
- 2 - 5 years' experience in client relations, sales, account management roles with emphasis on earning trusted advisor status.
- Demonstrates strong interpersonal and teaming skills.
- Strong presentation and communication skills.
- Driven to achieve high levels of client satisfaction.
- Proven history of integrity and ethical conduct.
- Coachable and always keen to learn.
- Thrives in a team environment; willing to share techniques and experience with peers.
- Problem solving skills.
- Willing and able to travel; valid driver's license and passport are required for conference attendance and client meetings.
- Must be legally entitled to work in the United States.
- Must be fluent in English.

Please send your confidential résumé as a MS Word or PDF document to: hr@encorebusiness.com, quoting the job number in the subject line of your email.

Furthering your success through the alignment of strategy, people, processes, and technology

We thank all applicants for their interest; however, only those candidates selected for subsequent interview will be contacted.



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