

# SALES ACCOUNT EXECUTIVE

**JOB NUMBER: 19-SA-AE01**

**Start:** Immediate

**Duration:** Permanent

**Location:** Western Canada / Pacific Northwest USA

## 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, clients 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 clients through all phases of solution visioning and software implementation; specifically, Microsoft D365FO, D365CE, Dynamics 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](http://www.encorebusiness.com)**

## The Position

As a Sales Account Executive in the fast-paced tech arena, you know you are successful when you've learned something about a dozen new industries and built relationships with leaders across all of them. The variety makes the work more interesting than your average sales role. You never know what you might learn while seeking new revenue opportunities for the company. You will be coached to success as you develop a systematic approach to developing new relationships and building your pipeline for new business. Tasked with striving to meet or exceed 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. You will be familiar with or be prepared to immerse yourself in learning the nuances of the Microsoft Dynamics product lines. You don't shy away from a challenge and pride yourself on being able to solve problems. Your natural curiosity and ability to engage our inhouse subject matter experts will expedite your understanding of the solution offerings and our service capabilities.

## Key Areas of Responsibility

- Provide clients with information and capabilities about 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

- Post-secondary education in Accounting, Business, MIS or Computer Science.
- Entrepreneurial spirit with proven ability to discuss technical subjects with non-technical audiences.
- Minimum of 2 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](mailto: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.



Encore Business Solutions  
[www.encorebusiness.com](http://www.encorebusiness.com)  
[encore@encorebusiness.com](mailto:encore@encorebusiness.com)

Canada:  
 Winnipeg | 1-467 Provencher Blvd.  
 Calgary | 203-5819 2<sup>nd</sup> Street SW  
 Vancouver | 101 – 2415 Columbia St

United States:  
 Seattle | 260 - 20700 44<sup>th</sup> Avenue West