



Account Manager

JOB SUMMARY:

The Account Manager is responsible for ensuring the successful management, maintenance, and growth of a targeted client base, including penetrating accounts in the federal, state, and municipal governments, as well as educational institutions and government prime contractors. Through consultative sales and individual needs assessment, the Account Manager will focus on increasing profit, while maintaining strong customer relationships through professional, prompt, and courteous customer service. Account Managers become a dedicated consultant, negotiator, and partner to their current and prospective customer base.

Account Manager duties, responsibilities, and goals are dependent upon the level earned (Levels I and II). Account Managers will be responsible for supervising, managing, and developing one or more Inside Sales Representatives (ISRs) assigned to them.

This is a full-time, exempt, fully remote position that reports to the CRO. Travel is required, with frequency dependent upon remote work location and assigned customer base. Compensation is base salary plus commission, and can range from \$50,000 to \$500,000+ per year, depending on experience and ability.

Major Functions/Accountabilities:

With the assistance of an ISR, the successful Account Manager will:

- Ensure successful, profitable selling of IT solutions through:
 - Proactively creating business opportunities with their customers and prospects
 - Identifying and anticipating their customers' and prospects' current and future IT needs
 - Facilitating the sourcing, quoting, purchasing, invoicing, and sales follow up of the products and services that meet those needs
- Establish strong, professional relationships with customers, prospects, coworkers, and vendors, based on solid rapport and trust
- Adhere to all Lyme policies, codes of ethics and conduct, and standard of doing business
- Demonstrate a commitment to continuing professional and personal development through:
 - Active participation in and support of Lyme's ongoing development and training efforts
 - Timely completion of required trainings
 - Obtaining appropriate sales certifications
 - Remaining current in industry trends through training, trade show attendance, reading of trade journals, etc.
- Effectively manage the responsibilities and duties assigned to this position, and ensure satisfactory performance of same
- Effectively supervise an Inside Sales Representative (ISR)
- Meet monthly, quarterly, and yearly sales goals as assigned

Skills/Qualifications:

- Minimum of a high school diploma, college degree preferred
- Strong sales drive with previous sales or IT industry experience preferred
- High level of commitment to exceptional customer service and relationship building
- Strong written and verbal communications skills
- Strong problem solving, organizational, and interpersonal skills
- Ability to work both individually and in a team environment, remotely and/or in an office environment



- Self-motivated with the ability to work in a fast paced and constantly changing industry
- Proficiency in relevant software and platforms such as: MS Office/Teams/Outlook, Contraqer, NetSuite

Disclaimer: The above statements are intended to describe the general nature and level of work being performed in this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skill required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.