



STRATEGIC ACCOUNT SPECIALIST—PA/NJ/DEL

REPORTS TO	Global Head, Sales and Marketing; with Dotted line to Strategic Account Manger	Job Code: SAS12
LOCATION	Virtual Office and In assigned Client Organizations (PA/NJ/DEL)	
APPLY TO	resumes@performdev.com (include job code in the subject line)	

Position Summary

The Strategic Account Specialist is responsible for collaboratively managing the client relationship with the Strategic Account Manager (SAM) to maximize revenue generation and client satisfaction. In this role the Strategic Account Specialist will develop and maintain relationships with all clients in the SAM's assigned accounts to ensure successful execution of account strategy. S/he will help the SAM identify and manage opportunities within the account, collaboratively develop proposed solutions, write proposals, SOWs, and Change Orders, support the entire sales process including the transition to the delivery team, and identify and manage issues that arise.

Over time the Strategic Account Specialist may take on individual account management responsibilities once s/he has demonstrated necessary skills and knowledge necessary to succeed.

The ideal candidate for this position has a sales and account management mindset and possesses a strong collaborative style, is solution oriented, driven to succeed, possesses a positive, resilient attitude and can work in a fast-paced, evolving organization.

Responsibilities

Under guidance from the Strategic Account Manager:

- Exceed revenue annual and quarterly targets in assigned accounts
- Take shared responsibility for revenue generation and client satisfaction with SAM
- Attend client meetings to uncover opportunities and document client needs
- Conduct client industry and company research to inform ongoing account strategy
- Collaborate on solution design discussions
- Prepare contracts, proposals, and change orders
- Maintain and builds project-level relationships with client stakeholders to ensure smooth execution of ongoing projects and to identify additional opportunities
- In collaboration with Client Services team, conduct due diligence/scoping of change orders and solution components to identify cost of proposed services, including scheduling any necessary meetings
- Collaborate on pricing and resourcing discussions
- Maintain account-level data (current events, org charts, contact info, SOWs, stakeholder maps, acronyms glossary) to maximize customer intimacy
- Manage on-boarding of new PDG resources assigned to a project on his/her account to ensure cultural fit and project success



- Provide proactive accounts receivable support by leveraging existing project-level relationships to move POs through the system.
- Develop and maintain exquisite and comprehensive knowledge of PDG's products and services.

General Requirements

- Bachelor degree required
- At least 5 years of professional sales experience with Fortune 1000 clients; large account management experience a plus
- Demonstrated record of successful account team management or client relationship management as evidenced by revenue growth over time
- Demonstrated ability to gain access to and develop relationships with numerous functional areas and all levels in accounts including operational, management, and executive level business professionals
- Experience as a performance consultant, instructional designer, or business consultant strongly preferred
- Experience selling learning and development solutions strongly preferred including blended, custom-designed training solutions, proprietary skill development programs, and/or talent sourcing and business process outsourcing
- Financial industry or healthcare (pharmaceutical/biotechnology/payer) experience a plus

Skills Requirements

- High level of business acumen including understanding of the metrics of business performance, ability to interact with business professionals at both a strategic and tactical levels and ability to build and present compelling business cases
- Superior writing and communication skills
- Superior process management skills
- Superior problem-solving skills
- Superior ability to manage multiple tasks
- Ability to work collaboratively with a wide range of disciplines
- Ability to think strategically, critically and creatively

Tools and Applications

- Ability to use Word, Excel, PowerPoint and Outlook
- Familiarity with CRM tool such as salesforce.com a plus