

Company: Glenwood Systems LLC
Job Title: Solutions Consultant/Account Executive
Department: Sales

Summary Description:

The Solutions Consultant reports directly to the Chief Commercial Officer and is responsible for sales, new business development and account management for GLENWOOD SYSTEMS LLC customers in their assigned territory. This position is instrumental in helping GLENWOOD SYSTEMS LLC meet its revenue and profitability goals. This includes cold calling and prospecting, executing leads developed by the company marketing efforts, responding to customer sales needs, properly qualifying prospects, applying a solutions selling methodology to the sales cycle, promptly completing proposals and sales activities, closing sales opportunities quickly and efficiently, and completing necessary paperwork and implementation steps to set projects in motion successfully. This also includes high level management of the ongoing customer relationship with the Solution Consultants customers during the transition to GLENWOOD SYSTEMS LLC support services.

This position is a high-profile growth opportunity that demands a technically oriented, highly motivated individual with strong sales, communications and organizational skills who is eager to learn and become part of a rapidly-growing aggressive medical practice management company.

Principal Responsibilities:

- Prospect to identify and qualify new potential customers, including cold calling and development of leads through referral channels, to generate appointments and establish relationships. This includes collecting appropriate account information and identifying appropriate contacts at each prospect, leveraging GLENWOOD SYSTEMS LLC marketing activities and partner relationships, using and entering the information into the company CRM system.

Manage the pipeline of opportunities from current and prospective customers to ensure that sales goal can be met. This includes qualification of opportunities within the pipeline, proper prioritization of activities, and management of time and commitments to ensure priority opportunities move through the sales cycle.
- Close sales of technology solutions to sales prospects and customers, to meet sales goals and contribute to company profitability. This includes solution design and preparation of proposals, performing or coordinating demonstrations when necessary, and closing the sale as quickly, efficiently and independently as possible by applying a solution-selling methodology and properly managing the sales cycle.
- Manage ongoing account service and management, development of new sales opportunities and ongoing revenue streams, and solicitation of referrals. Conduct technology planning meetings with clients to discuss new technologies and plan for upgrades and enhancements. Solicit feedback to ensure GLENWOOD SYSTEMS LLC is providing the highest possible level of service to our clients.
- Complete all sales paperwork promptly, thoroughly and accurately, to ensure company profitability and maximize our ability to deliver a high-quality solution and minimize potential

problems or issues in service delivery or invoicing. This includes purchase agreements, job sheets, sales reports, management of prospect / contacts in the company CRM system.

- Ensure a clean knowledge transfer and hand-off of closed sales to the Customer Support Division, such that projects and service issues can be handled smoothly and customer satisfaction can be maximized. Work with the Customer Support Division on an ongoing basis to ensure customer satisfaction.
- Maintain all sales resources and databases such that they are kept up to date and accurate. This includes the company CRM system and any other designated sales resources and systems.
- Effectively communicate with GLENWOOD SYSTEMS LLC clients and GLENWOOD SYSTEMS LLC staff. Build a good working relationship with the client, ensure an understanding of the client's needs and objectives, and approach decisions as a partnership with the customer. Follow GLENWOOD SYSTEMS LLC internal communications guidelines and workflows.
- Follow GLENWOOD SYSTEMS LLC procedures to perform sales functions in an organized, effective manner to ensure customers perceive GLENWOOD SYSTEMS LLC to be thorough, well-prepared and punctual. Take ownership of issues and show professionalism and control.
- Develop and maintain a broad background in GLENWOOD SYSTEMS LLC core technology and service offerings, to ensure the ability to design customer solutions and close sales opportunities as independently as possible. Adapt to and quickly learn new technologies and products.
- Implement projects as assigned by GLENWOOD SYSTEMS LLC Management.

Qualifications and Requirements:

- Bachelors Degree is required, in a technical or liberal arts discipline.
- Demonstrated knowledge and use of solution selling methodology.
- Strong understanding of the customer – Office based Physicians & their practice management advisors.
- 2 - 6 years sales experience in the healthcare software & software related services for Physicians and small group practices is required, preferably in a technical / sales capacity. Demonstrated successful sales track record required.
- Demonstrated ability to work independently and meet goals is required.
- Strong interpersonal and communication skills, both oral and written, are required.
- Personally motivated, aggressively goal-oriented focus required.
- Position may require up to 50% overnight travel.
- Willingness to work with a global team of professionals
- Proficiency with a PC and MS Office Suite of products.

The above are to be determined via reference check and interview. Additionally company may request credit check prior to employment.