

Account Manager

Job Summary:

The Account Manager is responsible for selling **Civica CMI** software and related services within specific territories to local governments and municipal agencies with whom **Civica CMI** has existing relationships. Account Managers work with customers to determine which **Civica CMI** products or services best meet their needs, propose solutions and ensure a smooth sale. The Account Manager will serve as the main point of contact with customers for product support. Incumbent will work diligently to maintain existing relationships, as well as attend municipal organization conferences and meetings. Account Managers leverage existing relationships with the goal of obtaining new sales.

The position requires proficiency in the Microsoft Office suite including Outlook. Personal initiative, excellent verbal and written communication skills, combined with a strong drive to exceed goals and provide exemplary customer service are necessary qualities of the incumbent. The Account Manager will have interaction with all members of the Civica CMI team, with most contact occurring with the Sales Manager, Customer Service Manager, Implementation Manager, and Marketing team.

Job Responsibilities:

- Travel to existing customers for face-to-face visits
- Preparation of Proposals, Quotes and Bid Responses
- Trade Show and Conference Attendance
- Client, Market and Competition Research as required
- Sales Activities including Lead Generation and follow up, regional user group coordination and more
- Activity reporting in MarketPoint Lead Management system
- Scheduling of Sales equipment and resources
- Ability to present our company, product, and solution information to target prospective audience
- Other duties as assigned by Sales Manager

Qualifications:

College degree or equivalent relevant work experience required. IT experience and/or experience with municipalities a plus, but not necessary.

Company Information:

Civica CMI is a **Civica Group Company**. **Civica** is an international market leader in specialist IT systems and business process services for the public sector. **Civica CMI** is a full-service computer consulting, software development, and systems integration company, committed to providing complete and well-supported solutions to meet the needs of its clients. **Civica CMI** provides an excellent benefit package for full-time employees, including medical, dental, vision, short term and life insurance, and a 401k plan. **Civica CMI will** not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin.