



## **Account Executive/Customer Success (Americas)**

**Consortiq believes that there is a better way, a better way for organizations to improve their safety, efficiency, and quality through the use of autonomous technologies.**

**We believe in giving clients value and creating valued clients by empowering our team to make it happen. We want to create long-term relationships with our clients; we do this by being professional yet personable, and by giving them honest advice and high quality, timely services, because we understand our clients and their needs.**

**This exciting position will appeal to an individual who likes the challenge of developing new opportunities while nurturing existing valued clients.**

### **Position Details**

**Job Title – Account Executive/Customer Success (Americas)**

**Term – Full Time Permanent**

**Academic Requirements – Bachelor’s degree or equivalent**

### **Outline of Duties and Responsibilities**

The role includes, but is not limited to, delivering superior customer service, developing positive relationships with existing clients, developing new business, and developing relationships with these clients, managing sales and contract negotiation. Additional duties include typical administration relating to these areas and working with our marketing to develop web/social media content. Regular travel within Continental US is likely to meet with prospective clients and to fulfill other demands of the company; episodic travel outside of the United States is possible. This role is primarily remote-based, with periodic attendance at our US Headquarters in Annapolis, Maryland required as business needs demand.

### **Responsibilities include**

- An eagerness to become/remain an industry Subject Matter Expert related to our products and services within targeted industry verticals
- Be the first step of an outstanding customer experience
- Qualify in-bound leads generated by our marketing and business development team
- Collaborate effectively between sales, marketing, and operations teams
- Document all efforts and activities in company CRM

- Provide management with accurate forecast, pipeline, and all additional required activity/sales metrics

## **Required Experience**

- 4-year Bachelor's degree or equivalent work experience
- Account development experience in the utility/infrastructure/energy/Oil & Gas sectors
- Minimum of 4 years B2B sales or customer service-related experience with proven track record of success and increasing responsibility
- Experience with enterprise sales
- Experience with consultative/non-transactional sales
- Experienced with writing scopes of work and proposal responses
- Superior listening and interpersonal skills
- Excellent verbal and written communication skills.
- Confident, assertive self-starter who is extremely organized and goal driven
- Proficient with Google Workspace, MS Office, CRM packages, and additional web applications.

## **Preferred**

- Experience with enterprise sales
- Experience with consultative/non-transactional sales
- Experience responding to SOIs, RFIs, and RFPs,
- Equally comfortable communicating via phone, video, email, or in-person
- Ability to travel internationally
- Existing network in AEC, oil and gas, utilities, or other heavy industry
- Experience with Small Unmanned Aerial Systems (sUAS)

## **PHYSICAL REQUIREMENTS OF THE POSITION INCLUDE:**

- A. Be able to stand on your feet for 5-8 hours
- B. Be able to lift over 40 pounds
- C. Work Independently

## **Personal Qualities**

The candidate should be ready for the challenges associated with joining a small, rapidly-growing company. The candidate should thrive in a close-knit team environment. We are looking for someone to take personal ownership of their responsibilities within the business and have an interest in enhancing the company's bottom line, while facilitating the spread of its global footprint.

## **Benefits**

We value our employees' time and efforts. In exchange for your hard work and dedication, we offer competitive compensation, generous paid time off, flexible spending plan, and medical coverage including health, dental, vision, life, and disability insurance, and 401k. Remote working opportunities.

## **Application Process**

Each candidate is required to submit a resume and cover letter for review by the Consortiq management team at [talent@consortiq.com](mailto:talent@consortiq.com). Select candidates will be invited to an interview either remotely or at the company's Annapolis headquarters. Candidates will be assessed on aptitude, attitude, and knowledge. All candidates can expect to be asked about previous projects and their successes and challenges in previous roles.

Consortiq LLC is an Equal Employment Opportunity Employer. Consortiq does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need. Employment will be contingent on a background check and drug test.