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Sales Account Manager Job Description

Who We Are:

Carolina Recording Systems (CRS) is a leading service and sales provider for mission critical voice logging recorders. We are the most dedicated vendor in the industry through continued engagement and trusted partnerships. Our primary focus is being a high-touch service provider for our customers which span across Public Safety Emergency Call Centers, Colleges & Universities, Hospitals, Airports, and other organizations.

Why be a CRS Sales Account Manager?

Customer relationships are top priority at CRS. We are looking for a dedicated and personable account manager to serve as the main point of contact for customers and prospects to build and strengthen relationships for long-term partnerships. Our ideal candidate has a passion for helping others and a drive for providing exceptional customer service to fulfill our company values. The CRS Account manager will develop a thorough understanding and appreciation for CRS offerings to better communicate the CRS difference. Applicants should be comfortable with travel, have strong communication and organizational skills, and strong technical aptitude.

Essential Duties and Responsibilities:

- Build and maintain sales territory plans (inclusive of pipeline, funnel and booking targets).
- Document and manage sales opportunities, activities, and pipeline within Customer Relationship Management (CRM) software, currently Salesforce.com.
- Conduct demonstrations and presentations of CRS products and services using solution selling strategies.
- Create quotes and proposals with communication plan for follow-up to successfully close sale.
- Travel to customer sites, prospect sites, and attend industry events.
- Receive inquiries and requests from customers and prospects to address needs.
- Identify and foster strong relationships with existing and prospective accounts.
- Ensure accounts are receiving services that are within budget and needs.
- Active participation within public safety industry organizations.
- Continuously develop knowledge of products and services to apply to unique customer needs.
- Transfer customer and quote knowledge to service team during sales to service transition meetings.
- Other responsibilities as required.

Travel Requirement minimum 75%, inclusive of CRS Territory across NC, SC, VA, WV, MD, TN with primary focus on VA, MD.

Knowledge And Skill Required:

- 5+ years of experience within the public safety industry and/or sales-related position.
- Proven track record of managing a sales pipeline and closing deals, or effectively communicate related or equivalent experience as a substitute.
- Strong understanding of the unique requirements, culture, and purchasing process within the public safety government industry.
- Technical aptitude to learn to gather requirements for designing and quoting recorder solutions.
- Strong written and verbal communication skills to effectively exchange information with coworkers and customers.
- Organizational skills and good attention to detail.
- Proficiency with digital technologies, such as Microsoft Office, Google Workspace.
- Preferred: Proficiency with customer relationship management software such as Salesforce