

Sahihi Medical Solutions Limited

Job Description

Position: Territory Account Manager

Position Summary:

As a Territory Account Manager (TAM), you are responsible for achieving sales targets as well as any additional assigned role objectives relating to maintaining and expanding market share within your assigned territory. You will build, nurture and cultivate relationships and opportunities that ultimately turn a client from good to great by nature of the relationship and loyalty they gain from your efforts.

Organization Structure and Interface:

This TAM position reports to the Sahihi Medical Solutions' Medical Sales Director who will give direction on sales strategy and review performance regularly. It is critical that the TAM and the Medical Sales Director work together to maximize the revenue potential within assigned territory.

Essential Job Functions of the Territory Account Manager:

1. Establish productive and professional relationships with key clients in assigned territory
2. Coordinate the involvement of other associates in the company when needed to help meet goal and customers' expectations
3. Meet assigned targets for profitable sales volume and strategic objectives in assigned accounts
4. Proactively work with the Medical Sales Director to strategically plan how to achieve goal and all other performance objectives

Performance Objectives:

1. **Achieve annual sales goal**
 - Achieve growth through effectively implementing new win-win contract agreements as well as renewing existing contracts with all target clients and retention initiatives.
2. **Retain and Grow Existing Business**
 - Serves as the face of Sahihi Medical Solutions Limited
 - Execute effective retention and implementation calls – calls that continually bring value and/or information to the client and promote repeat business
 - Act as primary contact with medical clients and key decision makers
 - Work with other associates to synergistically meet, manage and exceed client needs/expectations

- Effectively listen to the clients in order to gain an understanding of their individual needs and match the best product/s with these needs
- Resolve client concerns in a professional and expeditious manner
- Participate in strategically generating market intelligence on market and competitor actions

3. **Demonstrating Business Acumen**

- Through strategizing and targeting
- Through implementing effective follow up
- Through making the best use of time and resources

4. **Effective Communication Skills**

- Through networking
- Through persuasion
- Through public speaking
- Through facilitation of client meetings and other professional engagements

5. **Knowing Company Policies and Admin Procedures**

- Through CRM procedures
- Through pricing policy
- Through customer complaint process
- Through compliance with all ISO requirements

6. **Quality Management System**

- Be trained and responsible for QMS policies and instructions that tie into the sales role

Basic Requirements:

Office Experience – 1+years of successful B2B selling experience or the equivalent transferable experience in medical sales.

Education – Bachelor degree. Training in sales and marketing will be an added advantage.

Computer Literacy – Demonstrates basic keyboard skills and computer understanding of Windows based applications including MS Office and Excel. CRM experience preferred.

Time Management – Past performance confirms ability to effectively prioritize and plan schedule

Communication – Articulate and professional over the phone and in person; uses interpersonal skills to build positive working relationships

Positive Mental Attitude – Demonstrates via examples of looking at challenges as opportunities and viewing feedback as ways to improve both personally and professionally

Team Player – Provides examples of actively participating and contributing to a team and achieving goals / mission

Whatever It Takes – Demonstrates flexibility and ability to exceed customer expectations

Problem-Solving – Demonstrates resourcefulness in problem solving

Detail-oriented – Past performance includes examples of tasks / responsibilities that required attention to detail

Please send your written application together with a detailed CV and relevant testimonials to hr@sahihimedical.com addressed to:

HR Manager,

Sahihi Medical Solutions Limited

P.O. Box 510 00202

Nairobi, Kenya