

Global Account Manager – Job Description

Protak Scientific

We are the world exclusive manufacturer of Enzymatic Biological Indicators (EI's) for rapid decontamination process validation for the pharmaceutical and healthcare sectors. Having invested multimillions into product development and global introduction, we are now rapidly growing and see significant growth. We are now looking for a Global Account Manager based in Redhill to primarily develop new business and also account manage existing customer relationships within our business sectors.

Overall Purpose of the Role:

Responsible for business development and account management for our end customers and growing distributor network. Act as the primary contact for all business development matters including the implementation of the best in class tracking and forecasting CRM processes. Seek, present and engage with potential and existing end users of our product and ensure that leads are tracked and followed within expedited timescales to continue our rapid company growth.

Key Responsibilities:

Strategy and Development

- Lead the creation and implementation of best practice CRM including sales tracking & forecasting
- Contribute to new business initiatives/ projects with review and communication of the impact on CRM.
- Collaborate, prepare & direct to continually improve our sales material, presentations and marketing/promotional activities.

General and Task Management

- Responsible for recruiting new distributors, OEMs and end customers in the Pharmaceutical Industry at a Global level
- Account manage and support the sales channel to develop and nurture the understanding and sales of the product in market internationally
- Work to a revenue target and will be expected to bring in new business for the company
- Forecast, track and monitor future sales by running monthly sales calls with the distributor channel
- You will be responsible for managing, preparing and defining all sales materials, presentations and supporting sales materials

People Management

- Motivate, influence and coach the distributors on all current company requirements relating to customer support and sales to maintain operational success, both in terms of quality delivery and customer satisfaction.
- Maintain regular contact with Distributor network and end customers to understand and act on sales leads and developments globally.
- Communicate KPIs from the strategic CRM plan so that each employee is aware and motivated to be successful.



PROTAK SCIENTIFIC

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- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal sales performance.
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with the CRM strategy.

Self-Management:

- Proactively contribute to creating a good team atmosphere.
- Anticipates and overcomes obstacles.
- Makes useful links to arrive at insightful plans and solutions.
- Embraces personal challenge.
- Confident, rounded thinking.
- Takes ownership for team cohesion.
- Is self-aware.
- Is resilient, optimistic and open to change.
- Has a collaborative approach to others.
- A self-starter, motivated and able to positively motivate others.
- Focused, target driven with a positive, can-do attitude.

Skills and Attributes:

- Excellent influencing skills ensuring content of discussions are factual, thoughtful and conclusion/resolution based.
- Excellent interpersonal skills.
- Ability to manage a variety of cross-functional team members.
- Excellent written, verbal and presentation skills.
- Excellent organisational and follow-up skills.
- Competent in problem solving, team building, planning and decision making.
- CRM aware.

Qualifications and Experience Levels:

- At least 5-7 years new business development and account management experience.
- Worked with both end customers and distributors
- Experience in technical sales, solution sales or a consultative approach to selling a complex product with in pharmaceutical and/or medical/healthcare industry is key
- You will have a structured and methodical approach to sales tracking and sales forecasting
- CRM process experience is key.
- You will be comfortable presenting and leading sales meetings at all levels internal and external businesses including stakeholders and distributor network.