



POSITION TITLE

Strategic Accounts Manager

COMPANY DESCRIPTION

[Coriell Life Sciences \(CLS\)](#) is an international leader in precision medicine, offering the most comprehensive medication safety solution on the market. The organization works with large employers, public and private payer organizations, healthcare systems, academic institutions, and laboratories around the globe, helping them eliminate trial-and-error prescribing, improve population health, and control rising healthcare costs. CLS continues to be a trusted provider of genetic laboratory interpretation and reporting services empowering the most precise medical care worldwide.

In recognition of its innovative solutions, CLS has earned and received top honors as IBM's Global Entrepreneur of the Year, MedTech Breakthrough's Best Overall Genomics Company, and a Top Precision Medicine Solution Provider in Europe by Healthcare Tech Outlook. In addition to earning a spot on the Inc. 5000, CLS has also received the Employer Health Innovation Roundtable Traction Award and the Pharmacy Benefit Management Institute's Excellence Award for Cost Containment.

POSITION DESCRIPTION

Coriell Life Sciences is seeking a results-driven Strategic Accounts Manager to maintain and expand relationships with our key accounts portfolio. You will be developing a deep understanding of our products and services, establishing strong client relationships, and suggesting innovative solutions to meet client needs.

The Strategic Account Manager maintains and expands relationships with important large customers and partners. Assigned to existing named accounts, the Strategic Account Manager is responsible for seeking opportunities to strengthen and grow the use of CLS services. The Strategic Account Manager represents the entire range of company offerings to assigned customers, while leading the customer account planning cycle and ensuring assigned customers' needs and expectations are met by the company.

To ensure success as a Strategic Accounts Manager, you should possess extensive sales experience in a related industry and the ability to spot opportunities for partnership and growth. An outstanding Strategic Accounts Manager will be someone whose customer-oriented approach and sales expertise result in increased profitability.

RESPONSIBILITIES

- Establishes productive, professional relationships with key personnel within assigned customer accounts.

- Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet account performance objectives and customers' expectations Developing and implementing client relationship management strategies.
- Proactively assesses, clarifies, and validates customer needs on an ongoing basis.
- Meets assigned targets for profitable sales volume and strategic objectives in assigned accounts.
- Identifying new business leads and contacting prospective key clients to promote products and services.
- Establishing efficient communication channels and liaising between key clients and internal departments.
- Recommending and implementing improvements to the management of key client relationships.
- Handling client queries and finding innovative solutions for complex problems.
- Monitoring sales performance metrics and facilitating timely interventions.
- Performing recordkeeping, as well as preparing sales forecasts and reports.

REQUIREMENTS

- Bachelor's degree in business management, marketing, communications, or a field related to the work of the company.
- A minimum of two years' experience as a strategic accounts manager, or similar.
- Proficiency in CRM software, ideally Zoho CRM.
- Extensive experience in B2B sales in a related industry.
- In-depth knowledge of client relationship management strategies.
- Superb interpersonal, communication, and collaboration skills.
- Great problem-solving and analytical abilities.
- Superior organizational and time management skills.

IDEAL CANDIDATE PROFILE

- Demonstrated experience to drive and close long, complicated sales cycles.
- Driven, high energy self-starter.
- An entrepreneurial individual who formulates and develops opportunities, and capitalizes on them.
- Skilled at effective time management; committed to meeting well-defined business objectives and deadlines.
- Strong team player with ability to harness experience, knowledge, and commitment from key individuals to achieve business objectives.
- Excellent written and verbal communication skills, including ability to speak publicly at industry events; must be an effective communicator both to customers and employees at all levels of the organization.
- Ability to operate autonomously; politically astute.
- Considerable degree of credibility and business acumen.
- Experience assisting in the development of marketing programs desirable (lead generation, thought leadership, brand awareness).
- Exposure to information technology, data analytics, biology or biochemistry.



JOB CONSIDERATIONS

- This position is open to remote work from anywhere in the US.
- This position requires occasional domestic and international travel.
- All prospective employees must pass a background check.