



Title	<i>Account Manager/Sales Support</i>
Department	<i>Education & Industry Training, Certifications & Standards</i>
Reports to	Director of Education, Certifications & Standards
Location	125 Wolf Rd Albany, NY 12205
Hours	<i>8:00 am – 4:00 pm</i>

Job purpose

ISSA is seeking an experienced, energetic, driven sales professional to increase revenue and market share for our training and certification programs. Representing a well-established education brand in growth mode, this role will provide the ideal candidate the opportunity to join an industry leading organization and have an immediate impact. The training specialist / sales representative is responsible for driving new business, expanding existing customer business and achieving revenue goals. The ideal candidate will be a highly self-motivated, detail oriented professional who can utilize consultative sales approach to close business. If you love working with executive level professionals through a business to business sales process and are looking to join a growing team and organization, then we have the perfect opportunity for you.

Duties and Responsibilities

- Selling education, training and certification programs and events to current customers
- Complete account management process with list of customers
- Database management
- Identify new business opportunities
- Manage and grow existing customer base
- Achieve and exceed account management performance goals
- Counsel and provide solutions to customer's needs.
- Maintaining business relationships with customers.
- Develop innovated training solutions for our customers
- Focused on customer retention and certification renewals
- Perform administrative tasks 50% of the time (exam and certification processing)
- Other tasks and additional duties as requested

Qualifications

- Associates degree preferred with 2 years of successful account management experience.
- Must be energetic, self-motivated and a team player.
- Must have excellent organizational and follow-up abilities.
- Ability to manage multiple projects and deadlines in a fast-paced environment
- Ability to work independently, as well as, part of a dynamic team
- Possess strong written and verbal communication skills
- Ability to achieve all sales goals through a focused and strategic approach
- Problem-solving abilities and results-driven
- Must be willing and able to travel at times
- Experience with Salesforce or similar CRM is a bonus
- Working knowledge of Microsoft Excel, Word and PowerPoint

Working conditions

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position may also be required to attend annual trade show for a week which will consist of travel and overnight stay.

Direct reports

No direct reports.

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