



JOB POSTING

Virtual Account Executive

Vlcom - Virginia Integrated Communication – Richmond

Department: Sales

Reports to: VP Sales

Vlcom is looking for driven, fearless and passionate team member to join our team! The purpose of the Virtual Account Executive position is to increase the existing customer base for the company. The primary focus of the Virtual Account Executive is to locate and qualify new prospects by generating interest in the company's services and products. Unlike traditional sales positions, the virtual account executive will engage with customers electronically – through Zoom, Teams, email and phone – rather than face-to-face. The Virtual Account Executive can efficiently address the large base of assigned prospects.

Employee Owned. Customer Focused. Vlcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Vlcom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

Essential Duties and Responsibilities:

- Responsible for maintaining, managing and communicating to large base of assigned accounts.
- Responsible for prospecting and qualifying new sale opportunities.
- Maintain in-depth product knowledge of the Audio Visual/service/cloud/offering and how they relate to customer's needs.
- Effectively communicate features and benefits of solutions and manage prospect expectations (virtually and in-person).
- Receive requests for service and products details from prospects and provide timely responses.
- Achieve and maintain a positive rapport with prospects and work to give them the best possible customer service.
- Properly enter all sales leads and prospects into Vlcom's operating system, ConnectWise in a timely manner.
- Perform sales procedures through activities and opportunities in ConnectWise and remain compliant with defined policies and procedures.
- Work through a daily list of sales activities in ConnectWise.
- Communicate and report sales forecasts to the VP of Sales.
- Use social media (LinkedIn) to connect with assigned customers.
- Conduct monthly email campaign and blitzes to customer base on various Vlcom products and services.

Additional Duties and Responsibilities:

- Responsible for prospecting and qualifying new sale opportunities.
- Attend weekly sales meetings and ensure sales opportunities are consistent with standard products and services developed and offered by Vcom.
- Review relevant publications and online materials to remain up-to-date with current and future trends emerging in the industry.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Enter all work as activities or service tickets in ConnectWise.
- Additional responsibilities may be assigned as necessary.

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Previous sales experience with selling similar offerings required.
- Possess a track record of prospecting, qualifying, and managing customer commitment as a part of the sales process.
- Demonstrated level of success in the development of client relationships.
- Proficient with general office applications.
- Exceptionally detail oriented.
- Enjoy working with customers and external audiences.
- High energy and drive with good negotiation skills.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast moving environment.

Excellent benefits package including health insurance, 401K savings and Employee Stock Option Program.