

## Sales Account Manager

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Company: Navis

Location: Manama

Category: other-general

Kaleris is a private equity-backed software firm focused on supply chain optimization, headquartered in Atlanta, Georgia. We are a global leader in the supply chain execution market, focused on accelerating the transformation of digital supply chain for industrial and finished goods shippers and carriers by combining best-in-class solutions for challenges tied to yard management, shipment visibility, and asset management, across rail, truck, and multi-mode transportation.

### About The Role

Kaleris is seeking a Sales and Account Manager to develop and manage relationships with significant accounts in the EMEA region. The Sales and Account Manager should have a proven track record quickly earning the trust of customers and key stakeholders, mobilizing and motivate teams, setting direction and approach, resolving conflict, delivering tough messages with grace, executing with limited information and ambiguity, and influencing all parties to achieve desired response. The onboarding period for this position may include market analysis, supporting other Sales resources, and assisting with marketing campaigns focused on lead development as a means to learning the business and the sales approach. A full complement of tools and world-class resources are available within EMEA to support these activities.

### Responsibilities:

Identify , qualify,secure, and cultivate new customer accounts and businessopportunities for containerizedoperations

Maintain and enhance existingcustomer relationships

Engage colleagues andpartners on complex solutions to ensure the appropriate solutionfor the customers and catering to theirneeds

Manage customer lifecycle satisfaction inboth the pre and post salesenvironment

Organize and develop salesactivities reports, metrics, andpresentations

Make suggestions regardingcustomer accounts using data and reports to substantiate theserecommendations

Have had experience and arecomfortable with a sales model that focuses on ARR, subscription,managed services, cloud and tier-1 applications that run some ofthe world's most important mission-critical functionalthat keep the world's supply chain runningsmoothly.

### **Requirements:**

5-7+ years of salesand/or account management in the maritime industry, containerterminal suppl y chain, marine terminals, industrial transportationindustries, or other commercial experience with mission-criticalenterprise software solutions within the supply chain.

Terminal Operating System (TOS) solutionselling experience highly preferred

Demonstrated experiencenavigating and launching large, complex projects and salescycles

Experienced in Salesforce.com or othersales/customer management solutions

Excellentcustomer success, organization, and communication skillsrequired

Ability to establish and maintainexcellent customer relationships

Create,analyze, and present customer account and usage reports within acontemporary set of tools that present the message with clarity,appropriate graphics

and content Capable of managing, multi-tasking, and responding to customer inquiries

Driven puzzler, solver,

identifying and resolving issues and escalations by providing alternative solutions

Willing to travel 60% plus

### **Core Sales Skills Include:**

Forecasting accuracy, Lead generation, Customer qualification, Understanding of customer requirements and product fit, Liaison with Professional Services, Product Management, and Legal departments

### **Core Required Skills Include:**

Strong commercial acumen and understanding of enterprise software sales and contracts

Excellent negotiation, communication, clarity in communication, report creation, and presentation skills

Technology aids such as: Microsoft, Salesforce

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