

Strategic Account Manager

Interested in the medical device field, and have a passion for account management? Then this job may be a great fit for you! Biomedix is a growing health information technology company looking for someone to support our key strategic partners.

In this role, you will be growing the Biomedix PADnet network by providing customer support to key accounts and leveraging relationships to create new opportunities in target markets. Our flagship diagnostic device enables an underdiagnosed but deadly chronic condition to be detected early in the progression of the disease, optimizing patient outcomes.

Essential Job Functions:

- Execute sales strategy to drive PADnet network growth through device sales and increased testing volume
- Respond to requests in person, via phone and email
- Support strategic partner client introductions
- Outreach to clinics to support device utilization
- Provide troubleshooting assistance regarding customer devices, status, and open issues
- Offer account management services to optimize the customer experience
- Answer questions about products and services
- Leverage the Customer Relationship Management (CRM) system to log calls and other interactions with customers
- Work with customer service team to ensure proper customer service is being delivered
- Drive new sales in designated territory

Professional Requirements and Skills:

- Education: Minimum Associate degree
- Work Experience: 3 years of experience in marketing, sales, or service role
- Outstanding communication skills; in person, on the phone and via email
- Self-motivated
- Ability to work with a remote team
- Must demonstrate a high level of integrity
- Able to work in a fast-paced team environment
- Interact professionally and effectively with customers and team members
- Travel required 30-40%

Background Screening

Employment contingent upon successful completion of a background investigation, including criminal history, and successful completion of a drug screening.