

OPUS

Position Description

Position/ Title:	Account Executive, Microsoft Account
Department:	Sales
Reports to:	SVP of Sales
Status:	Salaried, Exempt
Location:	Seattle, WA

SUMMARY

The **Account Executive, Microsoft Account** is responsible for managing the organization's working relationship with Microsoft Corporation and the multiple clients and groups associated with said account. This person will drive revenue opportunities with new and existing clients at Microsoft, develop sales strategies, lead sales calls and create a high level of customer success and satisfaction, while working to build on the established relationship with existing Microsoft clients. This person should have the ability to consult with customers, including C-suite individuals/groups, identify production requirements, present complex information, and develop trusted partnerships.

EDUCATION & EXPERIENCE Requirements

- 5+ years of direct sales/account management experience
- Previous experience working with Microsoft Corporation clients or groups.
- Located in Greater Seattle Area

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Exhibits knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, and sales techniques.
- Drives principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Possesses business and management principles involved in strategic planning, staffing resource allocation, and the coordination of people and resources.
- Skilled at relationship building and servicing new and existing client groups.
- Develop account plan and strategy in regard to Opus Seattle's account with Microsoft Corporation

Microsoft Account Responsibilities

- Serves as the interface between the sales and productions teams within the organization in order to provide effective customer service and satisfaction to the Microsoft account
- Performs a variety of duties aimed at effectively leading the organization's client relationships at Microsoft as well as developing new business from existing clients
- Maintains and expands relationships with strategically important new client groups at Microsoft

General Sales Responsibilities

- Management of sales cycle from lead generation through close of sale & post event
 - Identification of event requirements –includes event management, registration, event technology, production, and creative services
 - Review and edit client proposals
 - Present proposal to client

- Schedule and lead the internal and client kick-off meetings
- Set expectations with client
- Serve as escalation point of contact for internal Opus departments
- Ensure SOW or Contract delivered to client immediately after Opus Agency is awarded business
- Responsible for getting contract signed or PO opened
- Prospecting – developing new revenue sources
- Account Management - including Customer Satisfaction
 - Client follow-up
 - Client Evaluations
- Develop working knowledge of event related technology including online registration; schedule builder; mobile app, etc.
- Track Account Receivables on an as needed basis.
- Enter and maintain opportunities within the Opus CRM tool.

QUALIFICATIONS

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.

- Microsoft Office suite program experience **preferred** (Outlook, Excel, Word, OneNote, etc.)
- Displays strong critical thinking, organizational, and analytical capabilities.
- Demonstrate strong verbal and written communication, presentation skills, email & memo writing.
- Ability to effectively prioritize workload with multiple clients and events simultaneously.
- Successfully perform in high stress, fast-paced environment.
- Accept changes with short notice and tolerate frequent interruptions.
- Ability to maintain high levels of confidentiality.
- Work cooperatively with other employees, vendors, and clients.
- Portray professional presence through superior communication, presentation, promptness, and appearance.
- Language Skills - Ability to write reports and business correspondence. Ability to present information and respond to questions from a group of managers, clients, customers, or the public. Ability to interact both on a one-to-one and group basis.
- Reasoning Skills - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

TRAVEL REQUIRED

This position may require travel in order to attend events and client meetings. Air travel and overnight stays are required as needed.

This position is regularly required to initiate meetings with the clients at the discretion of the individual in this position.