**Senior Account Manager Job Posting**

**Locations:** Central or North Florida

**Introduction**

Life Systems International (LSI) is looking for a Regional Senior Account Manager to join our growing team. LSI leads the way in providing time-saving cardiopulmonary solutions with an unmatched team of industry advocates. At LSI, we are dedicated to improving lives.

**Overview**

The Senior Account Manager will work as part of a regional team offering patient monitoring and management systems to hospitals, wellness centers, research facilities, and medical institutions specializing in cardiac and pulmonary rehab. The candidate will manage customer accounts through clinical consultation, coordinating and implementing new systems, and maintaining strong customer relationships. The candidate will be expected to contribute to the growth and expansion of the regional pipeline through the generation of new sales leads and performing demonstrations for existing and potential new customers.

**Primary Duties**

* Create mutually beneficial relationships with LSI customers.
* Promote LSI products and services to both current and non-LSI customers by creating relationships designed to improve their patient-care process.
* Maintain existing accounts through on-site visits, training in-services, and technical support.
* Manage the LSI ownership experience by taking a consultative approach and striving for 100% customer satisfaction.
* Assist the region with meeting or exceeding its customer retention goal.
* Manage new implementation projects and lead planning calls with clinical, IT, BioMed and interfacing team members.
* Implement LSI equipment, including full systems, staged upgrades and companion products.
* Complete Day 5 follow up training and SLA visits.
* Provide clinical best practices and on-going training to improve patient-care process.
* Consult with customers on workflow and make suggested improvements when warranted.
* Build LSI brand awareness by traveling throughout the region to meet with current and prospective customers.
* Assess rehabs in the territory and seek out new sales opportunities to contribute to the regional pipeline.
* Obtain qualified leads and perform demonstrations for new and existing customers.
* Facilitate larger sales opportunities with health system standardization proposals by creating analyzation reports based on needs throughout specific health systems.
* Participate and lead conference calls pertaining to LSI products and services.
* Assess customer needs to find a scalable solution to fit their patient-care process.
* Ensure CRM is updated with accurate and timely information about new and existing facilities, contact information and system details.
* Assist the region with meeting or exceeding its sales goals.

**Required Experience & Qualifications**

* Minimum of 5 - 7 years of cardiopulmonary rehab experience or related clinical background.
* Bachelor’s degree required, master’s degree preferred, from an accredited college or university in Exercise Physiology, Nursing, or related field.
* Professional certifications preferred (CCRP, RCEP, CES, etc).
* Previous clinical experience in a Cardiopulmonary Rehabilitation program, including direct patient care and use of patient monitoring equipment.
* Knowledge of current trends in Hospital and Cardiopulmonary Rehabilitation industry.
* Extensive travel required (75%) for customer retention, training, trade shows, sales presentations, and account consulting.
* Be solution driven, self-starter, and a problem solver.
* Strong organizational and critical thinking skills.
* Proficiency in basic computer software programs.
* Excellent communication and customer service skills.
* Ability to present sales material and perform demonstrations to large groups.
* Ability to work as a team player and maintain positive working relationships with colleagues.
* Ability to self-manage and work independently, as well as collaboratively.
* Proficiency with telemetry and patient monitoring software.
* Self-study and passionate for healthcare and/or IT related topics

**Benefits**: Medical, Dental, Vision, 401K, ST & LT Disability.