

PROSCI ACCOUNT MANAGER

Location: Fort Collins, CO

At Prosci, we employ dynamic individuals with a passion for change management and depth in their respective area of expertise. Our employees are dedicated team players who bring energy, professionalism and pride to their work. The Prosci environment is one in which smart, motivated and creative people succeed.

Position summary:

Prosci is looking for a full-time client Account Manager to collaborate with clients to achieve their desired results through the deployment of change management inside their organizations. We value people with a passion for growth and an ability to work with prospective clients using a consultative sales approach that guides them toward results driven solutions. Prosci offers an unrivaled culture and fun workplace, including full benefits.

Position responsibilities include but are not limited to:

- Handle customer inquiries that correctly position the value of Prosci's offerings, research findings and holistic solutions
- Engage with potential new clients to assess their needs leveraging Prosci's SMART needs assessment framework; you are often the first conversation that a prospect has with Prosci
- Identify possible enterprise engagements early in the sales process and work with an Account Executive to sell this in a team-based environment.
- Craft results oriented solutions in collaboration with prospective clients that address their specific needs; this can include a combination of training offerings, advisory services and intellectual property licensing.
- Provide direction and on-going feedback to clients on their change management strategy, recommending Prosci offerings that will advance client's change capability
- Provide on-going account management support for enterprise clients as they progress through their change management journey
- Provide world class service to our customers, employees and target audiences
- Collaborate with internal stakeholders to represent the voice of the customer in internal discussions and to ensure success for both our external and internal customers with each engagement.

Essential skills and experience include but are not limited to:

- Bachelor's degree
- Sales skills – four years minimum of selling professional services

- Experience selling advisory/consulting services is highly preferred.
- High level of interpersonal skills to handle confidential and sensitive situations. Position requires poise, tact and diplomacy.
- Ability to interact and communicate with individuals at all levels (from senior leaders to front line associates), both internally and externally.
- Problem solver with the ability to arrive the best solution for all parties.
- Strong verbal and written communication skills.
- Positive attitude that is coachable, approachable and easy to get along with.
- Proficiency in MS Office, specifically Word, Power Point and Excel are required, as well as experience with CRM systems (Salesforce.com highly preferred).
- The position does require infrequent travel (<20%)

Compensation:

Base salary commensurate with experience, plus commissions, bonus plan and benefits.

Prosci is an established research, methodology development and services company in the field of change management. Founded in 1994 and located in Fort Collins, CO, we work with Fortune 500 organizations around the world giving them the power to change more easily, more effectively and with better results.

Please email cover letter and resume to resume@prosci.com with "Account Manager Opportunity" in the subject line.