



## National Account Manager – (NAM) Canada

**Position:** National Account Manager – (NAM) Canada

**Job category:** Permanent – Full time

**Service/group:** Administration and/or Sales/Network distribution

**Division & product types:** Sales Department – Medical division

**Salary - EEEA:** According to experience, 75k\$ to 190k\$ over

**Work time per week:** 40 hrs/week, according to workflow

**Location:** British Colombia, Canada

**Travel:** Frequently over 40% of the time

**Expiration of the offer:** Position filled or mandate expiration

**Training of the candidates:** Included

### Organization description

Technimount System, is a young and dynamic Quebec company. We sell, develop, and commercialise bracket systems for different brands of defibrillators, ventilators, pumps or other medical devices used in ambulances, hospitals, emergency medical services in air, ground and the military sector. Our goal is to make the transport of medical equipment safe.

Our strengths are to well understand our customer's needs to find innovative solutions that adapt to the reality of their environment. We design our products based on customer ideas or products that they already use but that they wish to modify.

The team at Technimount System is composed of experienced personnel in the fields of engineering, design, management, sales, and manufacturing. Their expertise largely contributes to meet the rigorous standards of the industry and the market in cause.

### Mission and mandate

Reporting to the Director of Sales, the National Account Manager (Canada) is responsible for ensuring the growth of the company by meeting sales objectives and establishing growth priorities, while respecting the mission, values and vision of the organization. The mandate of the National Account Manager is to directly approach potential client users, as well as create and increase the activities within the distribution network;

this includes branding, sales, planning, product management, proposals, project management at customer sites, promotions, contests, etc. This role encompasses a wide variety of tasks depending on the organization's objectives and various target markets.

Main responsibilities and challenges:

- Identify and develop new customers/markets
- Maintain successful relationships with existing customers, new customers as well as distributors
- Develop and maintain a distribution network within the designated territory
- Meet sales objectives according to established strategic guidelines

This includes, but not limited to, the following tasks:

- Generate sales directly with customers located across the designated territory
- Stimulate, maintain and foster the growth of the distribution network within the territory
- Research various organisations and companies to identify potential needs, new leads, and new markets
- Answer technical questions for customers and distributors, and provide first-line support
- Present and demonstrate mounting systems and medical equipment management systems
- Support the Director of Sales in all sales-related activities for the division
- Collaborate in the sales process when approaching new customers for specific mandates
- Provide sales forecasts and prospect information to marketing or sales managers
- Define customer/prospect needs and participate in the development and application of sales strategies
- Visit current customers and prospects to maximize requests for proposals (RFPs) and seize opportunities
- Keep CRM information up to date
- Consolidate all required information (internal and external) to increase the RFP pipeline
- Write proposals, Letters of Agreement and/or contracts and submit them directly to customers
- Ensure customer/prospect satisfaction and identify corrective actions
- As needed, attend meetings with other departments (project follow-up) to stay up-to-date on status of assigned customer projects and optimize customer relations
- Participate in activities such as conferences, exhibitions, and tradeshows (Canada, USA)
- Follow up on relevant issues and accounts with appropriate stakeholders
- Perform any other related task
- Research/identify customer needs and understand their decision-making process when purchasing services
- Plan and organize sales strategies for target markets, while maximizing ROI for territory/market segment
- Contact potential customers by phone, e-mail or social media to establish contact and set up meetings

- Stay up-to-date on products and services, market conditions and trends, as well as the competition
- Provide competitive intelligence by monitoring new trends in the field
- Identify new segments to invest in to gain new customers
- Participate in branding activities that will enhance the value of the company's offer within target markets
- Act as a representative of the company with investors, collaborators, partners and customers
- Maintain a positive company culture and rally teams around a common project

### Required skills

- Ability to manage a CRM system
- Strong sales skills, including negotiations with customers, partners and collaborators
- Excellent communication skills and techniques
- Solid knowledge of the company's competitors and customers
- Ability to develop customer marketing strategies
- Excellent general knowledge: political, economic, social, cultural, etc
- Management skills to facilitate collaboration with the company's various departments
- Ability to surround oneself with the right resources and act as a supporter
- Ability to easily understand B2B relationships as well as government services relationships

### Potential Customers

- Ambulance services and first responders
- Emergency services and fire departments (with healthcare services)
- Aerial medical evacuation services (Medevac)
- Hospitals and health centers
- Government agencies and other health authorities
- Solid knowledge of sales and marketing

### Required experience and academic background

- Bachelor's degree in Business Administration, Law, Finance, or related field
- Minimum of 5 years' experience as a sales representative or in a marketing role
- Significant experience managing distribution networks
- Experience in management, administration, law, commercial law, ect
- Perfectly bilingual verbal and written – French and English
- Detail-orientated, organized and ability to manage several projects at once
- Excellent knowledge of MS Office Suite, namely, Excel and Word

### Other requirements

- Leadership; makes and seeks opportunities
- Can easily network and develop contacts



- Likes to travel for business purposes
- Critical thinker, organized and results-orientated
- Business savvy with strong interests in sales
- Ability to develop expertise
- Ability to produce results, focused on meeting objectives
- Show initiative and commitment
- Knowledge of relevant markets and industries; ability to understand and articulate the technical aspects of the company's products and services
- Strong problem-solving skills and ability to identify appropriate solutions for customers
- Ability to quickly understand and explain concepts and then making the connection to product sales
- Gather, update and use CRM data
- Excellent time-management skills in order to optimize travel and meetings
- Self-sufficient, persistent and inventive when pursuing leads, prospects, and opportunities
- Excellent listener with strong communication skills
- Focused on customer service

#### **Assets**

- Ability to manage stress
- Availability
- Interpersonal skills
- Organizational skills
- Creativity
- Detail-oriented
- Dedicated

#### **Candidatures acceptées par :**

**Télécopieur ou adresse de courriel :** [accounting@technimount.com](mailto:accounting@technimount.com) ou [omartel@technimount.com](mailto:omartel@technimount.com)

**Ligne d'objet :** Offre d'emploi

#### **Adresse de courrier :**

M. Olivier Martel  
Technimount System – Division Technimount Medical Inc.  
100-3770, rue Jean Marchand  
Ville de Québec, QC, Canada G2C 1Y6