

# We rely on a great team!



We are looking for:

**Title:** Sales Director N.America

**Reports to:** COO

**Location:** North America – East Coast

## **Job Responsibilities:**

### Position Summary:

As Sales Director North America, you will serve as the primary relationship owner for an assigned group of top tier client accounts with responsibility for acquisition, retention and growth. You will be working with existing customer relationships but also identify and develop new customer relationships. You know the solutions sales process and manage a sales cycle from early stage of lead qualification through developing and selling a customer specific value proposition to getting selected and then negotiating contracts towards a close. You will be assisted by the marketing department for lead generation and will be required to provide input to the marketing department.

It is imperative that you have a background of selling regulatory solutions into the life sciences industry. You understand US FDA and EU EMA compliance requirements. You have sold RIM, eCTD, DMS, xEVMPD or IDMP software solutions to medium sized and large life sciences organizations before. You are enthusiastic about new solutions focused on Artificial Intelligence (AI) and data mining, too.

You will be required to prepare and deliver effective client presentations, including stakeholders at all levels of the organization up to C-Suite. You will deliver weekly, monthly and quarterly status and results presentations to internal and external teams. You will regularly evaluate quality of content, managing external content creation, editorial and strategy resources. You will identify new opportunities with new prospective companies.

### Major Responsibilities:

- Manage multiple accounts; develop positive working relationships with all customer touch points. Close new business;
- Drive client retention, renewals, upsells and client satisfaction;
- Work closely with the technical team and pre-sales team on day-to-day sales process related tasks;

- Work closely with the marketing team on operational processes including campaign set-up, marketing activity planning, events planning and execution;
- Work closely with the client satisfaction team to determine improvements on customer satisfaction;
- Leverage technical tools and quantitative data to manage campaigns to success, high customer satisfaction and renewal;
- Manage weekly sprint plans, lead and opportunity reviews in CRM system;
- Work closely with Finance on billing instruct on invoicing
- Manage customer activity with CRM tools for maximum efficiency and visibility, with carefully executed follow-up to closure on open issues;
- Adhere to establish best practices sales processes and workflows;
- Provide input on sales processes and workflows improvements as needed;
- Focus on ensuring we maintain superior customer service levels, operational excellence and strategic insight.



### **Minimum Requirements:**

### Experience/Skills:

- 5+ years of direct experience in sales positions for selling regulatory computer systems for eCTD and/or xEVMPD and/or RIM and/or DMS systems.
- Understanding of regulatory requirements for eCTD publishing.
- Understanding and previous experience with GxP and / or 21 CFR Part 11 as well as system validation
- Must be flexible, independent and self-motivated
- Must be result oriented and have problem-solving skills
- Must be able to work and achieve yearly sales targets



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- Excellent verbal and written communication skills
- A good and solid understanding of regulatory processes and understanding regulatory software

## Education:

- Bachelor's Degree or higher

Should you be interested in joining Cunesoft, please send your application to our

Talent Management team:

[talent@cunesoft.com](mailto:talent@cunesoft.com)

