



## Strategic Account Manager

### **JOB OPENING:**

We are looking for an energetic, savvy Strategic Account Manager who fully understands complex hospital systems and can navigate this world with ease, successfully communicating at all levels up to C-Suite and effectively close sales.

The ideal candidate will have a professional network established within the oncology or cardiology medical community. You will be interacting with some of the greatest minds in the field of oncology and cardiology. You will have the opportunity to demonstrate your compelling SaaS selling abilities to share ImpediMed's unique story and singular vision to ***"Leave no patient untested who could benefit from our technology"***

To be successful in this position, you will need to be very organized and motivated to prospect and develop relationships with new customers as well as nurture existing customer relationships, with a focus on increasing overall revenue. You will need to be experienced in SaaS and be a quick learner and be comfortable using technology.

At ImpediMed, you can expect to find a friendly, fun and collaborative work environment. You will be joining an amazing Sales Team and a company that is working to Change the Future of Healthcare!

**TO APPLY:** Please send your resume to: [employment@impedimed.com](mailto:employment@impedimed.com), subject line reading **Strategic Account Manager**

### **About ImpediMed**

Based in Brisbane, Australia with its principal office located in Carlsbad, CA, USA and a European office in Thessaloniki, Greece, ImpediMed is the world leader in the design and manufacture of medical devices employing bioimpedance spectroscopy (BIS) technologies for use in the non-invasive clinical assessment and monitoring of tissue composition and fluid status. ImpediMed Limited is a public company listed on the Australian Stock Exchange (ASX: IPD).

ImpediMed devices are currently used in both the clinical and research settings with future applications being developed for home use. ImpediMed has over 15 years of clinical experience supporting healthcare professionals in the assessment of secondary unilateral lymphedema of the limbs. ImpediMed's devices are used in a variety of settings to aid surgeons, oncologists, therapists, and radiation oncologists. Our research devices are thought of as a gold standard measurement system for non-invasive fluid and body composition measurement, used in both animals and human research.

ImpediMed produces a family of FDA cleared and CE Marked medical devices, including SOZO®, sold in select markets globally. For more information, see our website at [www.impedimed.com](http://www.impedimed.com).

ImpediMed's management team includes executives who have international experience in successfully introducing innovative medical products to global markets. The organization is dynamic and professional and has been built from the ground up with a strong team of enthusiastic and dedicated senior managers, researchers and employees. The company is on a dramatic growth path with the strong demand for its unique product offerings and offers exciting career opportunities.

**ImpediMed's Company Vision:** *Leave no patient untested who could benefit from our technology.*



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### POSITION SUMMARY

The Strategic Account Manager (SAM) secures, maintains and expands relationships with all healthcare customers/prospects. Assigned to a specific US territory, the SAM is responsible for achieving a sales quota and driving incremental revenue for the company. The SAM leads the customer/prospect account planning cycle and ensures all customers, and prospective customer's needs and expectations are met by the company. The SAM must have a proven track record of exceeding revenue targets, a history of prospecting, building new and growing existing accounts, and developing and fostering business relationships in at-risk vs reimbursed systems.

**PRIMARY DUTIES & RESPONSIBILITIES** (Essential Functions of the Position) include but are not limited to the following. Other duties may be assigned.

- Builds new business and professional relationships in assigned territory, including C-Suite and all key decision makers that result in new sales.
- Leads company's strategic objectives and account planning process for accounts to include revenue targets and performance objectives regarding installation and clinical adoption of company product(s).
- Understands the best practices of selling Software as a Service (SaaS) in an unreimbursed market, for OB/GYN, oncology, disease prevention programs or other related fields.
- Proactively assesses, clarifies, and validates customer/prospective customer needs on an on-going basis.
- Coordinates the involvement of company personnel, including support, service, and management resources, to meet account performance objectives and customer/prospect expectations.
- Provides customer feedback for product development representing the voice of the customer as needed.
- Use market expertise to ask the right open-ended questions that foster targeted solutions and long-term relationship.
- Manages the entire sales process, from lead to close.
- Attends state, regional, and national trade shows as appropriate.
- Demonstrates true patient compassion.
- Performs other related duties as assigned.

### ACCOUNTABILITIES AND PERFORMANCE MEASURES

- Meets monthly, quarterly and annual assigned sales quotas for revenue growth and strategic objectives in assigned territory
- Meets and maintains company expectations for average sales pricing and profitability.
- Completes customer/prospect account plans that meet company standard.
- Maintains high customer satisfaction ratings that meet company standards.

### SUPERVISORY RESPONSIBILITIES

- None

### QUALIFICATIONS / GUIDELINES Typical Knowledge, Skills, & Abilities:

- Ability to establish and grow relationships with high level executives, physician leaders and practice administrators, positioning themselves as a trusted advisor.
- Demonstrated ability selling SaaS solutions into hospital systems, hospitals, clinics or other medical settings.
- Strong aptitude for scientific learning. Strong sales experience and relationships with surgeons, medical directors, and C-Suite, bringing with them their own verifiable Book of Business.
- Outstanding consultative and networking capabilities, with all levels, including C-Suite.



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- Expert knowledge and application of strategic, tactical, and consultative selling principles in a complex sales environment.
- Solid knowledge of risk-shared selling and ability to close sales in unreimbursed, partial reimbursed or unreimbursed markets.
- Advanced communication skills, both verbal and written, with the ability to create impactful presentations.
- Solid understanding of SaaS (software as a service): SaaS business modeling and presenting videos, streaming systems or other applicable areas supporting SaaS.
- Advanced negotiation and problem-solving skills.
- Accomplished in lead generation and prospecting activities on a consistent (daily) basis.
- Strong organization and planning skills with an attention to detail and accuracy.
- Must understand, follow, and comply with regulatory requirements as applicable to various processes. An understanding of FDA Quality System Regulations and ISO Standards (ISO 13485) is required.
- Must possess a thorough understanding of work-related standards and regulations, including but not limited to Standard Operating Procedures (SOPs) and Quality System Regulations (QSRs), both US and international.

### MINIMUM EDUCATION, EXPERIENCE or CERTIFICATIONS

- A Bachelor's degree from an accredited institution. MBA preferred.
- Minimum of five years of proven successful work experience in B2B healthcare sales (device, connected device, biotech, digital health).
- Proven track record of success, demonstrating and presenting and closing digital health program sales.
- Proficiency with MS Office Suite, and CRM applications.
- Understanding of Oncology and disease prevention and related disciplines including Cardiology preferred.

### WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

- Travel: This position requires extensive travel up to 75%. This position is a remote based position.
- Physical Demand: Moderate physical effort. For example, standing, bending, or stooping for extended periods, operating light office equipment, e.g., personal computer, copier etc. The employee must be able to occasionally lift and/or move up to 50 pounds of equipment.
- Mental Demand: Moderate to high degree of concentration due to volume, complexity, and/or "pressure" of work.

This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### BENEFITS

- Full healthcare benefits include: Medical PPO/HMO/HSA Plan Choices, Dental Plan, Vision Plan; 401(k) with employer match for full-time employees once vested in plan.
- Basic Life, AD&D, STD/LTD, Employee Assistance Program (EAP)

**ImpediMed is an Equal Opportunity/Affirmative Action Employer**