



RQI Partners - Job Outline

Position Title:	Territory Sales Manager	Department & Cost Center:	
Reports to:	Regional Manager/Director	Location:	Field – Assigned Territory and Role
Name		Date	

<p>Position Overview</p> <p>Define position overview. What would you tell someone if asked “What do you do”? – write one or two sentence description or bullet points to describe what the role encompasses. Use easy to understand language and terminology and be as specific as possible.</p> <ul style="list-style-type: none"> • Manage the allocated sales territory in a customer centric and proactive manner. • Share customer best practices in RQI program adoption between customers. • Work with the RQI functions, personnel from the parent organizations and key customers to ensure cohesive local teamwork and resource synchronization. • Provide a consultative sales approach within territory to achieve financial goals. • Ensure that customers implement the RQI Programs successfully and drive the lifesaving mission.
<p>Position Holder is Accountable For:</p> <p>Define accountabilities. Accountability is being answerable for the result. List the key areas, projects, implementations or applications that the individual is solely accountable for or has the primary decision-making authority. The purpose for defining these accountabilities is to clarify what the employee is accountable for and to agree exactly on the scope of authority. Accountabilities may not be applicable for all roles.</p> <ul style="list-style-type: none"> • Achieving annual territory revenue, subscriber and subscription quota • Ensuring customer satisfaction and success with the RQI Program • Discipline with managing funnel and forecast, and other relevant customer information, for the defined territory. • Developing strong relationships with relevant AHA Affiliate staff • Sales management of the assigned territory in an effective and efficient manner. • Development of key strategic relationships with the senior management of hospitals in the territory and the relevant program administration personnel. <p>Effective launch of new programs on the RQI platform in the territory.</p>
<p>Responsibilities:</p> <p>Describe primary responsibilities. The Responsibilities describe the most important and frequent actions that are taken by the employee in support of their role. These activities should represent approximately 80% of the time spent on the job. The intention is to provide a concise overview of the job, not to provide “how to” or “step-by-step” details.</p> <ul style="list-style-type: none"> • Embrace the ‘why’ behind our aggressive goals of doubling each year - our mission of saving more lives. • Efficiently and effectively run territory operations to increase sales and customer satisfaction.

- Collaborate with AHA Affiliate staff, RQI Partners staff and other AHA & Laerdal staff to ensure internal and external customers receive the highest customer service
- Create new opportunities, and move all relevant opportunities through the sales stages to successful close.
- Capture customer engagements and sales opportunities in the CRM in a timely (weekly) manner.
- Assess customer needs for the RQI program and eLearning products and be able to explain opportunities for quality and cost efficiency improvements.
- Collaborate with internal and external resources for maximum customer outcome and revenue impact
- Prepare, analyze and execute monthly and quarterly reporting of revenue results, performance metrics and opportunity funnel, to provide accurate forecasting.
- Support customers to achieve success by helping them to understand how to use the tools for program management that are available
- Understand the strategic application and demonstrate the use of the RQI platform and content.
- Plan effective strategy to ensure sales funnel includes high quality leads, focusing on Stages 1 & 2 in collaboration with RQI Development Managers and owning Stages 3 – through MSA, then collaborating with Impact Manager on Stages 6 and beyond
- Customer contact - Expectation of a minimum of 10 face to face meetings each week with customers/potential customers.

Required Skills and Competencies:

- Travel - 3-4 overnights each week to cover territory effectively.
- Ability to lift and carry 70 pounds on a regular basis
- Valid Driver's License

Level 1 – Associate Territory Manager

- Bachelor's degree in life sciences or business (preferred) – or Associates Degree in above mention fields of study supported by five years of sales experience.
- 5 years of sales in a relevant field or organization with consistent achievement of quota and business goals

Level 2 – Territory Manager

- Bachelor's degree in life sciences or business (preferred) or Associates Degree in above mention fields of study supported by ten years of sales experience.
- 6-10 years of sales experience with consistent achievement of quota and business goals

Level 3 – Executive Territory Manager

- Bachelor's degree in life sciences or business (preferred) – or Associates Degree in above mention fields of study supported by ten years of sales experience.
- 10+ years of sales in a relevant field or organization with consistent achievement of quota and business goals