



About XSYS

XSYS is a global provider of integrated solutions for the flexographic, letterpress and pre-press printing markets, offering photopolymer plate processing systems, sleeves/adapters, and complementary workflow technologies. With a strong focus on customer success, we combine deep technical expertise with service and support to deliver consistent quality and productivity for printers, converters, and trade shops.

Account Manager – Plates (remote)

Mission of the role & responsibilities

The Account Manager represents the entire range of XSYS flexo plate products and services to assigned customers; while leading the customer account planning cycle and ensuring assigned customers' needs and expectations are met by the company.

Assigned to a specific geographic region the Account Manager is responsible for achieving year-over-year revenue and margin growth targets and building long-lasting relationships that move our business forward.

Responsibilities

- Serve as the main point of contact in all matters related to client concerns and needs

- Build and strengthen client relationships to achieve long-term partnerships
- Maintain accurate client records, keeping track of any contract updates and renewals
- Work with sales leadership and other internal teams to develop strategic marketing plans and ensure KPIs are being met
- Develop a thorough understanding of our products and service offerings to better upsell and cross-sell to clients
- Follows and co-creates a regional account planning process that develops mutual performance objectives, financial targets, and critical milestones for targeted opportunities and defending/growing current customers
- Meets year-over-year assigned revenue and margin targets for profitable sales volume growth
- Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet account performance objectives and customers' expectations
- Meets assigned expectations for opportunity pipeline growth and overall account profitability
- Achieves regional customer objectives defined by company management
- Manages customer account plans as well as internal and external business reviews that meet company standards
- Maintains high customer satisfaction ratings that meet company standards
- Completes required training and development objectives within the assigned time frame
- Enlists the support and assistance of Sales Director(s), technical and service resources, and other sales, marketing, and management resources as needed in order to grow our customer market share globally.
- Closely coordinates company executive involvement with customer management.
- Works closely with Customer Service and Technical Representatives to ensure customer satisfaction and problem resolution.

Required qualifications

- Bachelor's degree or equivalent or higher
- B2B Enterprise sales leader with 3+ years professional outside sales experience.

- Experience selling in printing, flexible packaging, CPG, folding carton/corrugated, and tags & labels markets is highly preferred
- Experience selling technical solutions that involve flexible materials, materials sciences, supply chain management services, and/or chemicals and raw materials to the packaging is also a major plus
- Successful track record of selling in a solution-oriented, products and services, long-term contract model.
- Proven record of consistently exceeding sales goals in regional account management roles where skillful contract and pricing negotiation is critical to success
- Comfortable following a consistent team-based sales process and methodology for account management planning of 2-4 years and new opportunity sales cycles of 9-18 months depending on the size and duration of the contract
- Experience using RADAR from The Complex Sale, Strategic Selling, Target Account Selling, SPIN selling, Solution Selling, or other sales methodologies a major plus
- Entrepreneurial mindset with unwavering commitment to excellence
Extraordinary organization, leadership skills, communication and presentation skills
- Passionate, self-starting and resourceful with a willingness to work as part of a small, growing team within a fast paced industry and environment
- Self-managed and adaptable to change and growth
- Assertive with exceptional relationship building and networking skills with key stakeholders of target customers including, but not limited to upper and senior-level management
- Highly detail-oriented
- Expert in Microsoft Office suite of tools
- Comfortable with working in CRM tools such as SalesForce
- Ability to work reliably in a remote working environment while travelling and also from an established home office
- Willingness and ability to travel extensively – 50% or more of working time

Benefits

- 401(k) 401(k) matching
- Dental & Health & Life & Vision insurance
- Employee assistance program

- Employee discount
- Flexible spending account
- Health savings account
- Paid time off
- Referral program
- Retirement plan
- Tuition reimbursement
- Work Location: On the road
- Base Pay: From \$80,000.00 per year

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