

Job Posting

Position:	Regional Account Manager – Military/ Government
Reports to:	VP, Sales
Position type:	Permanent Full-Time
Location:	USA (Remote) – territory includes the Eastern United States

ABOUT THORNHILL MEDICAL:

Thornhill Medical’s ground-breaking products are designed to be used globally by emergency health care providers, humanitarian, and military medical teams. Thornhill’s oxygen-focused research and applications are transforming patient care in extreme circumstances, while inspiring and enabling other new technologies to unlock vital life-saving solutions. Thornhill Medical’s innovations are in 19+ countries including Ukraine. With a team committed to courage, collaboration and saving lives, Thornhill Medical leads the way in the nimble and precision-focused field of medical technologies.

POSITION SUMMARY:

The ***Regional Account Manager – Military/ Government*** is responsible for managing customer accounts (including Army, Navy, Marines, Air Force, State Government, and NGOs) and achieving sales targets for a territory covering the Eastern United States. The position develops and drives a well thought out, logical sales strategy for each customer account while creating a path to meet/ and or exceed annual sales quotas.

DUTIES & RESPONSIBILITIES:

- **Develops and implements business plans and sales strategies tailored to the Eastern United States region that drive the achievement of annual sales quotas, including:**
 - Executing action plans to protect and grow the business.
 - Reviewing and reporting on business opportunities and market trends.
 - Calling on customers with a regular cadence while handling customer complaints, uncovering new opportunities, and coordinating all communication back to customers.
- **Responsible for the presale demo process including:**
 - Regular communication with Field Operations counterpart ensuring all information outlined in the demo plan document is provided.
 - Scheduling of demo dates with Field Operations counterpart and communication to the customer.

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- Set up and facilitation of pre-demo meetings with all necessary parties prior to demo to establish customer evaluation criteria, ensure attendance of all key influencers/ buyers, equipment requirements, and establish next steps post demo success.
- **Drives the procurement process with the customer by:**
 - Providing customer procurement options that are available and providing guidance on contract vehicles.
 - Providing expert industry guidance related to consumables, configurations, and sustainment.
 - Engaging the key contracting, leadership, and clinical influencers to expedite the process.
- **Retains current customers and grows the install base** by creating and implementing a growth strategy that leverages Field Operations support and ensures high quality service and customer satisfaction (e.g., presenting clinical training and education options, uncovering new applications for product offerings, and proactively helping customers plan for future deployments/ expansions).
- Considers quality in all aspects of the job and respects procedures and norms.
- Other duties as assigned.

EDUCATION & EXPERIENCE:

- Bachelor's degree in business or related field.
- 8-10 years of sales experience in a high-growth, fast-paced, entrepreneurial environment.
- Healthcare/ technology industry experience an asset.
- Experience with sales and marketing automation systems.
- Successful track record of selling into the US Military/ State Government agencies/ NGOs.

SKILLS & KNOWLEDGE:

- Familiar with ISO 13485 Quality System and IEC 60601 and ISO 14971 standards.
- Familiar with Medical Device Regulations (FDA).
- Creative, flexible, hands-on sales professional that's comfortable rolling up their sleeves and doing whatever it takes to get the job done even in the face of time, budget, and resource constraints.
- Expertise in distilling complex concepts and ideas into clear and concise narratives to communicate with potential customers, partners, and market influencers.
- High-impact storytelling skills that evoke emotion and inspire action.
- High level of customer empathy and patience.
- Resilient and calm under pressure.
- Self-starter who is thrilled by the pursuit of high objectives.
- Strong customer relationship skills and ability to deliver customer-centric solutions.
- Consistently able to achieve results, even under tough circumstances.
- Strong collaboration skills and ability to work with others to meet shared objectives.
- Strong computer skills and proficiency with Microsoft Office suite products (Word, Excel, PowerPoint).

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OTHER REQUIREMENTS:

- Home office and on-site customer meetings.
- Regular travel within region (50%) with occasional international travel required.
- Ability to lift and manage demo equipment weighing up to 50 lbs.
- Must reside in the Eastern United States.
- Valid driver's license.

Thornhill Medical welcomes and encourages applications from all qualified people, including those with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest, however, only those selected will be invited for an interview.