



Client Services Manager

Industry	Research and Advisory
Discipline	Client Services Manager
Location	Tolland, CT (HQ)
Reports To	Executive Director of Business Development

Overview:

At Nerac the Client Services Manager plays a significant role in the long-term health of our business. The primary responsibility of this role is developing long-term relationships, providing strategic expertise and resources that will take our client partners to the next level by calling on key decision makers who see the value in working with a third-party advisory research service provider. Nerac works with all size companies from Fortune 500 to startup companies. This position will report to the Executive Director of Business Development.

Nerac's Research and Advisory offering supports key and critical business decisions in R&D, Innovation and New Product Development. The Innovation Practice Group offering includes technology and market assessments, competitive and IP landscape assessments, technology scouting and monitoring services tracking emerging or disruptive technologies. In addition, the Medical Device Practice Group provides unbiased, third party reviews and regulatory support to client companies manufacturing and/or distributing products in the European market. They also provide pre- and post-regulatory guidance and offer continuous monitoring services gathering data for the effective evaluation of product safety and performance.

Nerac is highly effective in both the Life Science and Physical Science sectors :

1. **Advanced Materials:** Polymers, Ceramics, Coatings & Adhesives, Composites, Metallurgy
2. **Energy:** Oil and Gas, Solar, Renewables and others
3. **Food:** Food Packaging, Agriculture and Transportation
4. **Medical Devices:** Cardiovascular, Dentistry, Medical Diagnostics, Imaging, Orthopedics
5. **Engineering-based Technologies:** Optical Engineering, Electronic Devices, Optoelectronics, Semiconductors, Communications, Automotive, Aerospace, Machinery

Responsibilities:

- Meet or exceed weekly and monthly sales goals while exceeding client expectations in value and customer service
- Grow sales significantly each week by identifying additional business leads or opportunities to upsell within our desired service lines (ie. Intellectual Property, Market Research, Regulatory, etc.)
- Maintain all points of contact/activities, pipeline/opportunities within our CRM system
- Make **30-50** outbound calls daily
- Collaborate with assigned account Analysts, managing projects and seeking new strategic opportunities for growth

- Additional responsibilities as assigned by Manager

Performance Standards:

- To exceed established sales metrics, including renewal growth YOY, number of client contacts/activities, new business development
- To maximize all opportunities to promote company capabilities.
- Adhere to all company policies, procedures and standards.

Qualifications & Requirements:

- Desire to start and grow a career in service industry working for a highly credible company
- Bachelor's degree required ideally in a related field of study (Physical Sciences or Life Sciences)
- Must have a minimum of 5+ years of sales experience
- Salesforce.com or similar CRM experience required
- Computer proficient (Microsoft Word, Excel, Outlook) and detail oriented
- Demonstrated experience in developing and managing key accounts
- Verifiable track record with building and growing a sales territory and managing sales initiatives
- Excellent communication, presentation and listening skills
- Professional image and demeanor
- Ability to work well with others and comfortable taking initiative
- Working with the marketing team in the development of sales and marketing collateral
- Attend local tradeshows, industry conferences and networking events
- Staying current on industry and marketplace trends in the sectors that align with our services

Compensation/ Benefit Plans

- Salary Range:
 - \$50,000 - \$70,000 with Commission potential
- Comprehensive group health, dental and vision plans
- H.S.A. (Health Savings Plan) with company match
- Short-Term Disability and Long Term Disability
- Basic Life Insurance at no cost to the Employee
- Self-Directed 401K
- ESOP; Employee Stock Ownership Plan
- Voluntary Benefits to include Supplemental Life, Accident and Cancer coverage
- Robust Paid Time off Benefits
- Mileage/Expense Budget
- Travel: Less than 20%

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.