



## OEM Strategic Sales Account Manager

### **Silex Technology America, Inc.**

Silex Technology America, Inc. (STA) is a wholly owned subsidiary of Silex Technology Inc. (STI), a \$40M dollar, 35-year developer and OEM manufacturer of leading-edge network enabling technology appliances for print and wireless connectivity. The company is focused on growth opportunities for high-reliability embedded wireless products serving the medical, industrial and peripherals markets, as well as wireless software support services that accelerate our USA customers' time to market.

STI was recently acquired by the Muratec family of companies in Japan. Muratec is a \$2B, private company that designs and produces advanced machinery and factory automation equipment which helps its customers become more globally competitive through higher efficiency and manufacturing throughput.

## Behavioral Traits of our Ideal OEM Strategic Accounts Sales Manager

### **Motivations**

**Achiever.** You are a customer management "rock star." You have a demonstrated life pattern of sustained personal and business growth, increasing in opportunity and capability. The candidate will be passionate about the business and future showing "fire in the belly" to perform their responsibility enabling them to harvest the rewards of their success. You possess clear energy, drive, and commitment to adopt the President's goal to double company size through organic sales growth in 3-4 years.

**Competitor.** You are a winner. Doing your best is not enough, it is a minimum standard only; you want to win, hate to lose, and are never satisfied with anything but the top spot on every record book.

**Producer.** You are results oriented, both personally and professionally. With an ongoing awareness of profit and productivity objectives you focus on goals that define success in your field. You search for critical factors required to achieve goals and use them to your benefit.

**Mission of Service.** You understand the mission of the company and the great service our products and services provide to our clients. You are not a clock-watcher, realizing that as the OEM Strategic Account Sales Manager, that there are times that will require greater levels of time commitment to ensure desired outcomes, and that delivering results is the measure of performance.

## **Modes of Thinking**

**Decision Maker.** You are forward-thinking, process and systems oriented, aware of critical factors that affect a customer's decision, and have clarity of thought on how to collect, process, and make rational decisions with regularity to maneuver an account for the betterment of the organization.

**Discerner.** You possess an abundance of 'street smarts. To be highly successful as the OEM Strategic Account Sales Manager, a person must be able to assimilate knowledge, sort the useful from superfluous, and make an appropriate response or chart a course of action in an appropriate and reasoned manner. Indeed, the right candidate will possess an abundance of "uncommon sense." The candidate will possess "good judgment and reasoning skills" positioned as an able strategist, confidant and advisor to the Vice President of Sales.

**Innovator.** You are creative and improvement focused. The OEM Strategic Account Sales Manager will create and identify opportunities, create vertical market demand through application marketing and translate Silex solutions to customer value .An ability to innovate and be creative is an important characteristic of the right candidate.

**Values.** You have uncompromising integrity. The right person will be able to demonstrate a life-long dedication to ethical behavior and honesty across the global landscape. The right candidate will also be discrete, hold confidences of the Vice President of Sales, and be a trusted and trustworthy member of the sales team.

## **Modes of Acting**

**Arranger.** You are a pro-active Problem Solver. The right person will have an awareness of the human, technical, and other resources required to complete a task and will seldom be caught unprepared because of their foresight.

**Executor.** Once a decision is made you demonstrate deliberateness in your steps and act decisively, with a systems approach that mitigates risks and accomplishes the company mission in a profitable manner consistent with the values of the company.

**Intensity.** You have fire in your belly. High performers have amazing stamina, endurance, and focus on work activities. These individuals seldom count hours, they count customer design wins, sales revenue achievements and new business milestones.

**Proactivity.** You are prone to act, rather than waiting to be acted upon. You own your future and take action to make things happen. You find ways of working around problems to deliver sales results.

**Simplicity.** You seek to educate rather than confuse the situation with complex data, looking to streamline processes and eliminate wasted time.

**Prospector.** You are sales cycle process oriented and thrive in cultivating prospects, sorting, sifting, elevating, and driving sales through your machine like process. You think naturally in terms of needs, potentials, decision makers, influencers, and sales opportunities.

### **Modes of Interacting**

**Asserter.** You have drive, determination, and are goal-oriented. You are straight-forward, direct, uncompromising (yet not bull-headed). You meet obstacles and overcome them; obstacles are to be expected, stopping because of obstacles is not accepted.

**Communicator.** You communicate the company's technology, competitive positioning and product features in a language appropriate for each sales audience. For example, you must be able to communicate how the company's technology, present and future which enables customers to take advantage of the vision in their product plans and their markets. The audience will vary from OEMs using embedded wireless products to channel partners, including distributors, resellers.

**Motivator.** You are positive, enthusiastic, and help your co-workers feel positive about the role they play in helping to achieve sales goals. Giving genuine praise, not flattery, comes naturally with you. Your co-workers respond to the beat of your drum, and enjoy the tune.

**People oriented.** You understand that only a great team can deliver sustainable results therefore "all of us are smarter than one of us," and if asked, prior co-workers will say you were a joy to work with, and they would want to work with you again.

**Fun to work with.** You understand that work can be fun. You are a "company cultural fit" and a wonderful person to work with, inspiring, encouraging, and uplifting your co-workers to higher levels of performance all in the interest of increasing sales revenues.

### **Job Responsibilities**

Supports the Company's sales goals through professional sales techniques and customer service, maintains quality relationships with existing accounts, and provides sales and marketing coverage by performing the Job Responsibilities outlined below and additional assignments from Management.

1. Achieve short-term quarterly and annual revenue and unit shipment objectives (sales quotas). Develop strategies, objectives and action plans to gain business from new and existing customers to meet or exceed the objectives. Increase the quality of the

customer base by aligning Silex with industry leaders in the medical, factory automation, document, router/carrier, display and handheld markets.

2. Identify new opportunities through prospecting, trade show participation, and through collaborating with distribution partners. Develop new Customers with competitive sales techniques and knowledge of the Company's and customers' products and services, as well as the competition's strengths/weaknesses.
3. Build and maintain quality relationships with existing assigned accounts, and increase the account base and volume of sales at a pace faster than the SAM industry rate on a consistent basis.
4. Ideally based in the North East area of the USA, either the Boston, MA or Philadelphia, PA geographic areas to prospect and contact customers via telephone, correspondence and in-person, including traveling within the Central and Eastern USA approximately 50% or as necessary to build the customer's trust through a close relationship. The candidate understands the customer relationship and trust is an essential element necessary to meet and surpass top-line sales goals for the Company.
5. Records all required information in Silex CRM system.
6. Submits customer call reports and ensuring action items are completed in accordance to the customer's request dates and Silex order fulfillment dates.
7. Submit complete proposals to the customer that reflects the quality and professionalism of a world class Silex sales organization.
8. Negotiate in good faith and in the best interest of the Company.
9. Escalate any issues promptly to Management, including proposed courses of action, competitive positioning and risk analysis.
10. Performs other related duties as assigned.

### **Qualifications and Requirements:**

- 3-5 years sales experience in wireless or network technology areas.
- Basic knowledge and understanding of embedded networking device hardware and software
- Proven OEM hardware sales success with following competencies:
  - Solution selling
  - Relationship building
  - Professional account management
  - Prospecting
  - Negotiating skills
- College education – preferred engineering, science or technical degree
- Avid learner, improviser and success-oriented
- Aggressive, resilient, resourceful and persistent.

- Strong oral and written communication with both technical and non-technical clients and team members.
- Strong analytical, persuasion, leadership and team building skills.
- Detail oriented.
- Works well with people including customers, vendors, and every department within the company.

### **Additional Attributes**

- Able to work extended hours when needed (evening meetings with corporate headquarters, vendors and customers, including international locations sometimes required).
- Able to travel with potential extended overnight stays up to approximately 5-business days.

### **Compensation**

Salary is negotiable and commensurate with academic accomplishments, skill set and experience. Benefits package is typical of other benefit packages for OEM Strategic Account Sales Managers based in mid-western or north-eastern USA markets.

### **Location**

Ideally based in the North East area of the USA, either the Boston, MA or Philadelphia, PA geographic

### **Company Benefits**

Silex provides competitive employee benefits including Medical, Dental, Vision, 401(k), Flexible Spending Account, and other typical benefits found in the employee handbook. Silex is a professional, business casual work environment.

### **How to Apply**

For Inquiries please contact:

Kelly Oberle – Staffing Coordinator / [koberle@silexamerica.com](mailto:koberle@silexamerica.com)  
(801) 748-1199 ext. 1230