



<b>Job Title:</b>	<b>Account Manager (AM)</b>	<b>FLSA Status:</b>	<b>Exempt</b>
<b>Reports to:</b>	<b>Area Sales Manager</b>	<b>Location:</b>	<b>Nashville, TN</b>

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### **Job Summary:**

Account Managers are responsible for meeting and exceeding revenue and profit goals by acquiring new high volume Retail and Special Markets (DSO, GPO, Dental Laboratories, Government & Universities) customers and identifying growth opportunities within the existing Retail & Special Markets (DSO, GPO, Dental Laboratories, Government & Universities) customer base. They are asked to provide an introduction of and communication on the Zest Dental Solutions product portfolio, services and features that will enhance the client's practice or organization. This role will work with our clients directly, as well as with Implant Manufacturers and Distribution partners, to promote growth of the entire range of products that we offer by supporting at the office level as well as supporting educational offerings through technical hands-on assistance/training, and co-hosting educational programs as required.

### **Essential Job Duties and Responsibilities:**

- Perform all assigned duties in the assigned territory, including but not limited to meeting or exceeding all monthly, quarterly, and annual sales goals and initiatives.
- Make sales and service calls to Retail, DSO, GPO offices, Dental Laboratories, Government sites, and Dental Academic Institutions.
- Participate in CE courses, study club meetings, dental society meetings in person and/or virtually.
- Attend dental trade shows, special markets meetings and national/regional conferences as needed.
- Promote/sell/secure orders from existing and prospective customers through a relationship-based approach.
- Work closely with the Area Sales Managers to identify new opportunities, grow existing accounts, and deliver & follow the proper rules of engagement for each office that we have agreements with.
- Collaborate with Implant Manufacturers and Distribution partners' sales representatives to demonstrate and assist with the introduction, promotion and sale of products within Zest Dental Solutions portfolio.
- Conduct lectures, webinars and conference calls to showcase Zest Dental Solutions products in person and/or virtually.
- Build a professional and trusting relationship with Zest, Implant Manufacturers and Distribution customers.
- Establish professional client / Zest Dental Solutions relationships with appropriate client personnel (purchasing, dental assistants, office managers, dentists, and key contact/point persons.)
- Clearly communicate to internal and external stakeholders on progress towards monthly/quarterly initiatives and sales targets.
- Provide forecasts on best case and most likely sales volumes over relevant time periods.



- Prepare weekly and monthly reports based on sales/support activity and goals to outline how sales targets will be met.
- Utilize territory planning tools (Zoho, CRM, Google Platform) to monitor, analyze and keep detailed notes on targets and customers.
- Cross-promote all Zest Dental Solutions products.
- Manage budgets, including timely submission of accurate expense reports.
- Stay up-to-date on current industry dynamics and trends. Establish yourself as a subject matter expert.
- Prospect, qualify, and close new business. Build an active sales funnel utilizing an account-based strategic selling approach to identify customer business initiatives, decision criteria and buyer roles in the decision process.
- Develop, implement and maintain territory plan through comprehensive data analysis and field experience to optimize territory management and identify opportunities for growth.
- Prospect for potential customers using various direct methods such as calling, emailing, video conferencing and face to face meetings, and indirect methods such as networking and event attendance.
- Collaborate with Customer Experience Managers and Customer Service team to identify and share opportunities to drive revenue growth for Zest Dental Solutions product portfolio
- Identify appropriate prospects, set appointments, make effective qualifying sales calls, and manage the sales cycle to close new business within assigned product categories.
- Conduct all sales activities with the highest degree of professionalism and integrity
- Stay up-to-date on current industry dynamics and trends. Establish yourself as a subject matter expert.
- 40% Travel

#### **Education, Experience, Skills, & Abilities:**

- 3+ years of field sales experience and territory management is required, or completion of Zest CES program.
- 1+ years of dental industry experience is required (Experience with a dental implant manufacturer, dental office or laboratory is preferred).
- 2-3 years of proven annual sales quota performance above 100%.
- Knowledge of all dental laboratory phases including removable and fixed prostheses, oral anatomy, occlusion principles, dental implants, full mouth reconstruction, custom milled abutments/bars, scanning equipment, various overdenture attachments, principles of attachment classification and function.
- Requires a keen eye for detail and ability to visualize mechanical and spatial problems.
- Must have excellent communication skills, ability to speak to large groups of dental professionals, provide treatment plan and diagnose cases for best outcome.
- Ability to comprehend and communicate technical medical device information.
- Strong organizational, time management and detail oriented skills.
- Problem solving and critical-thinking skills.
- Self-motivated and able to thrive in a results-driven environment.
- Fluent computer skills in business applications including Microsoft Office and Google G-Suite.
- Manage travel schedule and travel arrangements.



- Continue to maintain and develop product knowledge on current and new products.
- Must have a valid driver's license, travel ID, and automobile insurance.

**Physical Requirements:**

- Ability to sit, use hands and fingers, talk and hear. Ability to stand, walk and reach frequently. Ability to climb or balance, stoop, kneel, or crouch occasionally.
- Ability to frequently lift and carry up to 10 lbs. and occasionally lift and carry up to 50 lbs. when traveling
- Close vision required to use a computer, read documents, and operate office equipment. Distance vision required to drive an automobile.
- Work environment is indoors and climate controlled and exposed to outdoor weather conditions when traveling.
- Moderate noise levels as found in an office environment, households with TVs and dishwashers, and driving light traffic.

**Employee Acknowledgement:**

The above job description is intended to describe the content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Zest Dental Solutions reserves the right to change, add, or delete at any time from this job description to meet the needs of the Company.

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**Employee Name – Printed**

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**Date**

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**Employee Signature**