

## Position: Account Manager

BioConnect is a technology company with a fundamentally different approach to "identity." We are on a quest to give the 7 billion people on this planet one rightful identity, empowering people to use credentials that are completely unique, such as their face, eyes, voice, heartbeat or fingerprint. This will change how we access applications and processes in both the digital and physical world.

BioConnect is a place where innovation, collaboration and commitment lead to your strongest self, your most engaged life and offers the highest business impact and personal growth.

We call our employees BioConnectors because we are part of a tribe – take one step into the doors of our headquarters and you'll experience that. BioConnectors are entrepreneurial, forward-thinking, creative problem solvers, relentlessly passionate and dedicated.

*Sound intriguing? Read on!*

### **Our business development team is looking for an Account Manager.**

Reporting to the VP of Business Development, the Account Manager is responsible for managing key accounts, maintaining a long-term relationship with accounts and maximizing sales opportunities within our Technology and Financial Services enterprise accounts. Through your strong sales, service and product knowledge, the Account manager actively represents the culture of excellence and excels in working with sales and management teams within the company.

### **Requirements and skills we are looking for:**

- 3-5 years experience supporting large enterprise accounts
- An ability to grasp customers' needs and suggest timely solutions
- Excellent verbal and written communication skills
- A strategic thinker who has a passion for execution and the ability to manage the details
- Proven ability to prioritize, multi-task, and deliver high quality results in a fast-moving technology environment with minimal supervision
- Superior analytical and creative problem solving skills
- Strong ability to organize work schedule and time to ensure deadlines are always met
- Clear and effective communicator and presenter
- A team player with excellent relationship building, interpersonal and management skills
- Innovation and creativity, the ability to simplify the complex, and leverage the best practices of others
- Strong analytical and problem-solving skills

## **Responsibilities:**

- Provide business, technical, and product knowledge in support of post sales activities in order to ensure customer satisfaction
- Liaise with the business development team to win new business and increase sales
- Train customers to use products effectively
- Address all product-related queries on time
- Provide developers with customers' feedback to help identify potential new features or products
- Report on product performance
- Identify solutions to reduce support costs
- Analyze customers' needs and suggest upgrades or additional features to meet their requirements

## **Conclusion:**

We're a very collaborative and high energy team with a rather larger mission - re-defining identity globally! We are a MaRS Scaleup venture, just over 50 people-strong and located in the heart of Liberty Village.

If this sounds like it's for you, join us on our Quest for Rightful Identity!

Please contact us at [careers@bioconnect.com](mailto:careers@bioconnect.com) to apply for this position or visit [www.bioconnect.com/careers](http://www.bioconnect.com/careers) to apply online. We appreciate all expressed interest in this position, however, only the candidates selected for interview will be contacted.