

About Esri Malaysia

We are a multi-national organization specializing in enterprise software solution for large public sector customers, GLC and corporates in Malaysia. We expanded our business to Malaysia in 1983 and have since developed a loyal customer base leveraging on strong brand recognition, globally proven solution and industry expertise in Malaysia, South Asia and USA. We have largest market share and business growth is promising. Existing pool of resources can provide high quality consultancy services, project implementation and comprehensive customer support. However due to rapid growth we seek qualified and enthusiastic professionals with various skill sets and positive attitude to be part of our growth expansion.

Senior Enterprise Account Manager

Overview

Join a highly skilled group of sales professionals and solution engineers and collaborate with existing users to identify new, innovative ways of using ArcGIS technology — and help new users discover the value mapping, location, and GIS can bring to their organisation. We're looking for a customer-oriented, collaborative team player who enjoys developing and implementing strategies to address the challenges faced by Malaysian businesses. By working with Esri Malaysia clients to leverage location services and geanalytics, the Channel Account Manager helps organisations uncover hidden patterns and tap into actionable insights to solve their complex business problems.

Help our customers see what others can't!

Key accountabilities

- » Protect and grow existing clients
- » Source and secure new business clients
- » Generate quality proposal/tender documents
- » Convert company generated leads to paying clients
- » Comply with Esri Malaysia's sales operational requirements

Role and responsibilities

- » Be familiar and keep up to date with all of the Esri software products, and other range of Esri software solutions offered.
- » Be able to provide ArcGIS solutions-based proposition that is aimed to meet client's requirement.
- » Responsible for all aspects of Pre-Qualification Request for Information (RFI), Tender, and request for Proposal (RFP) preparation efforts.
- » Responsible to identify business opportunities, develop concept papers, define business case, prepare budget and help prospective customers to justify the value proposition.
- » Responsible to realize the full potential of a business opportunity by working closely with marketing, business development, Channel partner, customer care and GIS services group.
- » Responsible to secure business opportunities that will enhance the profitability of the company.
- » To help gather intelligence on customers and competitors.
- » To follow up on strategic sales and business opportunities.
- » To develop business strategies both short and mid-term for successful sales activities.
- » Become familiar with customer's buying decision making process and manage client's motivation, expectations and current issues, mid & long-term business goals.
- » Support customers with mid & long-term business goals.
- » Do utmost to maintain good rapport and high-level of customer loyalty.
- » Advise customer/partner on relevant products selection.
- » Providing weekly reporting of pipeline and forecast.
- » Participate in trade shows, user groups and product demonstrations throughout the nation.
- » To support and undertake any other tasks as requested or assigned by the Management.

Personal requirements

Core Skills and Attributes

- » Minimum 5 years to 10 years working experience in enterprise solution sales.
- » Proven track record. Must be able to plan, generate, qualify and close business opportunities.
- » Proactive and aggressive. Able to work independently.
- » Ability to manage sales pipeline with multiple accounts and understand channel sales process.
- » Ability to build and gain customer engagement/trust.
- » Familiar with enterprise account sales process/cycle.
- » Excellent communication skills, both written and oral in English and Bahasa Malaysia.
- » Demonstrate ability in proposal writing and responding to tenders.