



# PACIFIC NORTHWEST TITLE

## Sales Account Manager

Do you enjoy variety, mobility and the opportunity to work with new challenges every day? Pacific Northwest Title is searching for an addition to our Sales team! If you are fearless, adaptable, enthusiastic and have a drive to get things done this may be the job for you!

### Position Summary:

The Sales Account Manager role is responsible for promoting and selling Title and Escrow products and services through professional sales techniques, utilization of data analytics, impeccable customer service and building long term client relationships. Responsibilities will include developing and retaining a quality client base of Realtors, Brokers, Lenders and Builders through the acquisition of new business as well as maintaining existing customers and reviewing of sales and industry data and assisting with strategic planning for the Sales Department. As a Sales Account Manager at PNWT, you will have an ongoing responsibility to maintain customer relationships and follow up to ensure PNWT is meeting the needs and expectations of our customers by collaborating with our title, escrow and leadership teams.

### Duties & Responsibilities:

- Identify and develop existing and potential accounts by studying current business; interviewing key customer personnel and company personnel who have worked with the customer; identifying and evaluating additional needs; and analyzing opportunities
- Initiate the sales process by cultivating relationships, qualifying potential of the opportunity and scheduling appointments
- Demonstrate PNWT products and services to existing/potential customers and assist them in selecting those that best suit their needs
- Manage existing customer accounts, communicate success and value of our business to our customers
- Assist with all outbound sales activities as directed by Supervisor
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Close sales by overcoming objections and prepare contracts
- Participate in weekly real estate agent or broker tours as needed
- Work to maintain established sales goals within budget
- Utilize data analytics to identify gaps and opportunities for increasing volume and sales forecasts
- Assist in the preparation and delivery of in-person and virtual presentations and training to real estate agents and lenders regarding relevant industry related information
- Develop and provide support for sales planning sessions and quarterly updates
- Respond to leads and inbound prospect activity with the level of immediacy and persistence needed
- Attend relevant trade shows and other industry events
- Expedite and resolve customer complaints by investigating problems, developing solutions and communicating the outcome to all parties involved
- Maintain up-to-date awareness of company activities, industry trends and government regulations
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional/trade publications, establishing personal networks and participating in professional associations
- Collaborate with team regarding recommendations for social media
- Assist with pickups and drop offs according to customer needs

- Back up Front Desk/Customer Service as needed
- Assist with customer signings as needed
- Perform other duties as assigned

**Skills/Qualifications/Qualities:**

- Minimum of 2 - 5 years progressive experience in territorial sales & account management
- Knowledge of Escrow practices, regulations and process timelines/workflow preferred
- Knowledge of Title insurance products and services a plus
- Ability to develop persuasive selling skills sufficient to influence sales generation
- Must be self-motivated and driven to succeed & produce results
- Must be able to work independently and as part of a team, both inside and in the field
- Computer skills sufficient to create presentations, manage spreadsheets and create documents
- Excellent Customer Service skills, including follow up with current and prospective customers, answering any and all needs, questions and concerns
- Excellent personal presence, communication & presentation skills with acute attention to details
- Excellent verbal, written and time management skills
- Possess excellent problem solving skills
- Ability to exercise sound judgment and independent decision making
- Ability to travel and visit prospective clients & customer's locations
- Must possess the following attributes: Team player, Dependable, Responsible, Honest, Integrity, Confidentiality

Send resumes to [employment@PNWTKitsap.com](mailto:employment@PNWTKitsap.com)

Pacific Northwest Title is an equal opportunity employer. All applicants will be considered for employment without attention to by race, color, sex, religion, age, national origin, marital or military status, sexual orientation, gender identity, the presence of any sensory, mental, or physical disability, genetic information, status as a victim of domestic violence, sexual assault, or stalking or any other status or characteristic protected by local, state or federal law.