

Account Specialist for Bluebeam Software

Celebrating our 10th year, Bluebeam Software is a growing technology company made up of people who like to push the limits, be different and do great things. Our award-winning software is used by leading architecture, engineering and construction firms to implement paperless workflows and redefine the way they work, consistently resulting in faster and clearer communication, improved collaboration and reduced costs. Behind the scenes, the Bluebeam Team works collaboratively towards the common goal of helping our customers do what they do better. At Bluebeam hard work is recognized, new hires are encouraged to share their ideas and the environment is friendly, energetic and fun.

To learn more about what it is like to work at Bluebeam, watch our recruitment video: <http://www.bluebeam.com/work-at-bluebeam>. Our New Hampshire office embraces the same approach and philosophy as our Pasadena headquarters. We are one company, one cohesive team!

We are looking for a self-motivated team player with 2 – 5 years of Customer Service/Sales/Administration experience to join our new satellite office in Manchester, New Hampshire.

Our next Account Specialist team member will be a natural problem solver who enjoys tackling a problem with optimism and skillful thought, will prefer a busy day to a slow day, and will excel at organizing information from numerous sources. Our ideal candidate will also have experience in the Architecture, Engineering, Construction industry and/or experience with training and support of AutoCAD software.

If this sounds like you, please read on!

The primary purpose of the Account Specialist is to build relationships with potential and existing customers by answering their questions and providing solutions for their current workflow, enabling them to determine if Bluebeam is the best solution for them.

Job responsibilities:

- Answer customer questions about software products
- Follow up on and respond to leads by email and phone (no cold calling involved)
- Generate price quotes and take phone orders for software purchases
- Provide suggestions and feedback to the rest of the Bluebeam team
- Occasionally attend trade shows to represent Bluebeam
- Conduct software demos in person and via the web

Requirements:

- Must be well organized, detail oriented and able to prioritize numerous tasks
- Must have excellent communication skills, both written and verbal
- Must have great interpersonal and customer service skills
- Must be generally flexible in order to successfully complete the job responsibilities in a timely manner
- Must be available to travel to Bluebeam's headquarters in Pasadena, CA approximately 8 times a year for training and team building
- Must be able to participate in evening meetings at our headquarters (via phone from home or office) approximately twice a week
- Must be able to work in the U.S. without employer sponsorship
- Must be a self-starter and be comfortable with ambiguity
- Must demonstrate emotional maturity and sound judgment
- Must have a helpful personality and like to solve customer business problems
- Must demonstrate a strong level of comfort learning new technology
- Experience in a technical field a plus (hardware/software)
- Experience in the Architectural, Engineering, and/or Construction field a plus
- Strong computer skills including Microsoft Word, Excel, PowerPoint a must
- Experience with AutoCAD, Visio, Microstation, SharePoint and PDF software, a major plus
- College degree required

This is a salary-based position (non-commission). Bluebeam offers a competitive salary as well as an annual incentive bonus based on performance. Our excellent benefits package includes medical, dental, disability, and life insurance, 401k, and paid time off.

If you think you are good match for the Bluebeam team, please send the following:

- ✓ Cover Letter
- ✓ Resume
- ✓ Describe in your own words how you believe Account Managers can effectively build strong relationships with customers.