

Job Title: National Account Manager, Dir. of Forensic Sales

Location: Virtual

Reports to: VP of National Accounts

Position Summary:

We are seeking a highly skilled and experienced National Account Manager to manage and grow our Lab Construction business. This individual will be primarily responsible for overseeing and managing relationships with our key clients who service the Acute Care Laboratory departments, Medical Examiner offices, and Forensic Science organizations. The ideal candidate will have prior experience as a lab planner or project manager with deep knowledge of lab construction, project oversight, and working closely with planners and project teams in the healthcare and forensic sectors.

In addition to managing accounts, this role will be pivotal in driving commercial growth and expanding our footprint in the lab construction space. The National Account Manager will serve as the primary liaison between our company and key stakeholders, ensuring that we meet and exceed customer needs, foster long-term relationships, and strategically grow the business.

Key Responsibilities:

- **Client Relationship Management:**
 - Act as the primary point of contact for our key customers within the Acute Care Laboratory, Medical Examiner, and Forensic Science sectors.
 - Build and maintain strong, long-lasting relationships with laboratory planners, architects, contractors, and other decision-makers.
 - Understand the specific needs and challenges of each client and develop tailored solutions to meet their objectives.
- **Project Oversight & Collaboration:**
 - Collaborate on lab construction projects from inception to completion in collaboration with internal/external planning teams, architects, and construction personnel.
 - Facilitate that all projects are delivered on time, within budget, and in accordance with safety and regulatory requirements.

- Serve as a liaison between customers and internal teams, ensuring smooth communication and resolution of any issues.
- **Business Development & Sales Growth:**
 - Identify opportunities for business growth within the lab construction sector, including up-selling, cross-selling, and expanding service offerings.
 - Develop and execute strategies to grow revenue and market share within your assigned accounts and within the existing sales force
 - Support proposal generation, RFP responses, and presentations to potential clients and partners.
- **Market Analysis & Strategy:**
 - Keep up to date with trends and innovations in lab design, healthcare construction, and forensic science.
 - Use market insights to inform strategic decisions, identify new opportunities, and maintain a competitive edge.
- **Negotiation & Contract Management:**
 - Negotiate contracts, service agreements, and pricing terms with customers.
 - Ensure compliance with all contract terms and service level agreements (SLAs).
- **Collaboration with Internal Teams:**
 - Work closely with the sales, project management, engineering, and design teams to ensure alignment in project goals and customer expectations.
 - Provide insights and feedback from customers to drive product or service improvements.
- **Reporting & KPIs:**
 - Monitor and report on account performance, including project status, revenue growth, and customer satisfaction.
 - Provide regular updates and forecasts to senior management.

Qualifications:

- **Education:**

- Bachelor's degree in Business, Construction Management, Architecture, Engineering, or a related field. A Master's degree is a plus.
- **Experience:**
 - Minimum of 5 years of experience in lab construction, project management, or a related field, with at least 3 years in a client-facing, account management, or business development role.
 - Prior experience as a lab planner or overseeing laboratory projects in Acute Care Laboratories, Medical Examiner offices, or Forensic Science departments is highly preferred.
 - Proven track record of managing complex construction projects, particularly in healthcare or forensic environments.
- **Skills:**
 - Strong project management and organizational skills with the ability to manage multiple projects simultaneously.
 - Excellent negotiation and contract management skills.
 - Exceptional communication skills, with the ability to interact with a wide range of stakeholders, from technical teams to C-suite executives.
 - Ability to understand technical specifications and work collaboratively with planning and design teams.
 - Strong sales acumen, with the ability to identify and capitalize on business growth opportunities.
 - Proficient in Microsoft Office Suite, CRM tools, and project management software.

Key Attributes:

- Strong business and commercial acumen.
- Customer-centric mindset, with the ability to deliver high-quality service and build long-lasting relationships.
- Self-motivated, results-driven, and highly organized.
- Problem-solving mindset with the ability to think strategically and tactically.
- Ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.



Compensation: Competitive salary + performance-based incentives, comprehensive benefits package, and opportunities for career growth.

How to Apply: Please submit your resume and a cover letter outlining your experience and suitability for this position to **careers@mopec.com**.

This job description is designed to provide a clear understanding of the role, its responsibilities, and the qualifications required. It can be adjusted or tailored based on the specific needs and priorities of your organization.