



**Job Title:** National Manager Clinic Partnerships  
**Department:** Field Sales Inside/Outside Sales  
**Reports To:** Chief Operating Officer  
**FLSA Status:** Exempt  
**Prepared By:**  
**Approval Date:** July 26, 2022

**Position Summary:**

The National Account Manager is an in-house sales and outside sales position. This role is important for ARC's commercial success—especially with respect to Clinic communications and relationships. The position is a lead part of the commercial (sales/marketing) team and is responsible for interacting with current, new and prospective customers. The role generates business opportunities for clinic growth, ensures current customer and prospect communications, provides leadership for many of the company's internal customer (Clinic) related processes and drives revenue growth.

**Responsibilities:**

- Drive National Clinic Partnerships and Clinic Sales teams to maximize business opportunities to drive measurable results
- Educate and train current, new and prospective Physicians and their staff about the benefits of ARC
- Manage in-house territory and lead inside sales
- Advance Clinic Partnerships
  - Prospect new Clinics
  - On-board/support new Clinics
  - Support and grow existing Clinic sales
- Support Telehealth sales and customer satisfaction/usage
  - Demo, prepare contract and train Telehealth users
- Interact daily with Clinic staff members to create and maintain strong partnerships
- Develop and implement new processes and procedures for effective sales and high customer satisfaction
- Manage the CRM system and identify areas of improvement for both internal and external customers
- Act as ARC Referral Management System/lead generation champion— improve customer communication and promote ARC value propositions
- Generate business reviews for Clinic customers
- Work closely with the Management Team to track and assess progress:



- Analyze sales data
- Assist with sales forecasts and sales activity reports
- Review monthly sales forecast with COO to drive business growth

**Position Qualifications:**

- Bachelor's Degree or equivalent related work experience
- Minimum 5 years of Direct Sales experience in the Healthcare field, preferably infertility
- The position is based in the ARC office located in Cupertino, CA or remote

**Travel:**

- This position requires 30% travel

**Skills:**

- Proven record of accomplishment in managing client relationships
- Excellent verbal and written communication skills
- Excellent customer service and computer skills
- Positive attitude, enthusiasm and adaptability/flexibility
- Excellent interpersonal skills, team player
- Strong attention to detail and accuracy
- Ability to multi-task

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to read; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to travel nationally within the US and drive to multiple locations as necessary.