

SeamlessMD

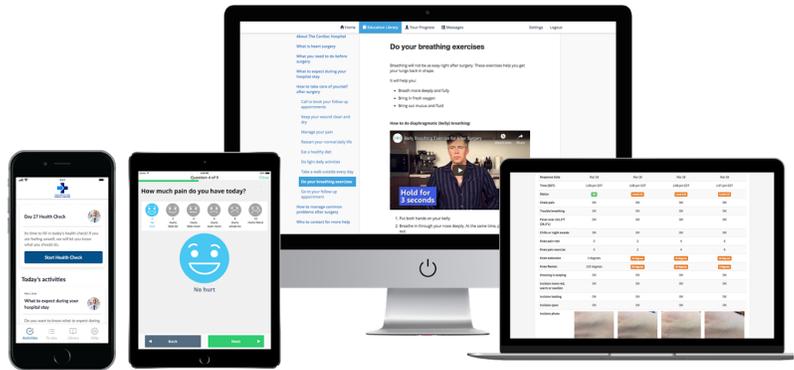
Job Title: Sales Account Executive – Full Time

Location: Toronto, Canada

Are you passionate about improving the healthcare system?

Are you excited to help accelerate the shift to digital healthcare, especially to tackle COVID-19?

Would you love using a consultative sales approach to help hospitals adopt a new digital health solution?



If your answer is “Yes!” to the above, we may be the perfect fit for each other!

Our mission is to ensure every patient gets the right care at the right time

Who is SeamlessMD? We are a diverse team of healthcare providers, technologists and industry professionals pioneering a new category of Digital Patient Engagement. We've been named a Global Top 100 Company in Digital Health and an OMERS Top 100 Canadian Health Tech Company. We have raised \$7.4M from leading Canadian investors, including MEDTEQ, Hikma Ventures, AIoT Health, Tony Lacavera (Founder, WIND Mobile) and Sanjay Malaviya (Founder, RL Solutions).

What is SeamlessMD? Most healthcare is still delivered through paper and verbal instructions, with no easy way for providers to monitor patients and catch problems sooner. Staying connected with patients virtually is even more important during COVID-19. To address this, SeamlessMD provides the #1 digital patient engagement platform for hospitals and health systems to engage, monitor and stay connected with patients across their health care journey (e.g. surgery, chronic care, etc.). Patients are guided on smartphones, tablets and computers from preparation through recovery with reminders, education and progress tracking. Providers receive alerts, monitor patients on dashboards and access analytics to deliver better care. SeamlessMD is also the 1st digital patient engagement platform with turn-key integrations with Epic and Cerner - the two largest Electronic Health Record systems.

Who are our customers? Leading hospitals & health systems such as Sunnybrook, The Ottawa Hospital, Stanford Health Care, UC Davis Health and Rush University Medical Center use SeamlessMD to elevate the patient experience, improve health outcomes and lower costs.

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How does SeamlessMD improve patient care? Patients experience less anxiety, are more prepared for their healthcare journey and are more confident during recovery. 15+ clinical studies have shown SeamlessMD to reduce hospital recovery times by 1-2 days, hospital readmissions by up to 72% and ER visits by up to 47%. This means patients are healthier and the healthcare system is more efficient!

In order to make SeamlessMD available to patients and providers everywhere, we are growing our amazing team. Here's where you come in...

The Sales Account Executive role

The Sales Account Executive will grow our customer base by closing new hospital accounts and upselling our solution across existing hospital accounts to achieve enterprise-wide deployments.

Core responsibilities:

- Develop and execute a sales development plan based on the company's go-to-market strategy
- Achieve individual sales targets
- Achieve lead generation & sales pipeline goals through outbound prospecting and networking
- Close new hospital logos by managing entire sales process, from initial contact to close.
- Expand existing customer accounts from single department use to enterprise-wide deployments by upselling additional departments or hospitals in an account. This may involve outbound prospecting and networking to "cold" departments or hospitals in the account.
- Create and lead conversations with a wide range of stakeholders across a health system, including clinicians, administrator, executives and IT professionals.
- Develop and nurture strong relationships with a variety of customer stakeholders
- Become an expert on the product, solution use cases and current customer base, in order to drive meaningful conversations with prospects and customers
- Deliver effective, custom sales presentations and product demonstrations to healthcare stakeholders for a variety of solution use cases
- Collaborate with sales, marketing, customer success and engineering teams to continuously iterate our go-to-market approach, sales processes & playbooks, etc.
- Use the company's CRM to ensure documentation on sales opportunities is up to date

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Are we the right fit for each other?

Required attributes:

- **Hunter mentality: take initiative to build your sales pipeline through direct outbound prospecting and networking.**
 - While you appreciate leads from any source, you do not rely on leads from Sales Development Representatives or Marketing to ensure you achieve your sales goals.
- **Successfully been a Demand Creator, selling new products to early adopters.**
 - We are pioneering a brand new category in healthcare for Digital Patient Engagement. Most health systems are not looking for a solution like ours, so you often need to create your own demand.
 - You have a track record of going out to the market and manufacturing sales opportunities from nothing. You have been successful convincing customers who weren't looking for a solution, to buy-in to a new, disruptive product category.
- **Excellent at solution selling to win customers**
 - You are intellectually curious about your customers' pain points and great at determining how your product can be used to help customers solve their problems.
 - You believe that your job is not to sell, but instead, to help your customers buy.
- **Terrific at building and maintaining relationships with a variety of stakeholders**
 - Healthcare is a large industry with a small, tight knit community. Customers will often buy based on the strength of their relationship with the vendor.
 - You are strong at building rapport, always providing value in your interactions and great at nurturing long-term relationships with prospects and customers.
- **Excellent at delivering custom presentations to executive stakeholders, tailored to the unique problems and circumstances of enterprise customers**
 - Because SeamlessMD is a solution sale, you often need to be creative in tailoring template sales presentations
- **Love being a product expert and are excellent at delivering software product demonstrations**
 - Hospital customers are smart and intellectually curious, and you will need to be able to think on your feet to address all kinds of questions about the product
 - SeamlessMD has a robust platform where you will configure specific workflows to demonstrate to customers how the product can solve their unique problems
- **Excited by and experienced with uncharted territory.**

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- Because we are pioneering a new product category, SeamlessMD regularly and rapidly iterates its sales materials & playbooks.
- You will thrive here if you enjoy the opportunity to rapidly iterate and build new sales materials, playbooks and processes. You won't be a fit here if you expect everything to already be figured out.
- **Thrive in a dynamic, early-stage company environment**
 - We are not a huge company, we don't have everything figured out and we don't have endless resources. However, we are smart, fast and nimble. You will thrive here if you enjoy independence, love taking initiative, and are willing to grow with us as we experiment and identify new best practices.
- **Resilient and motivated by challenges**
 - Healthcare is one of the hardest industries to sell into. If you are easily deterred by obstacles, this is not the industry for you.

Required qualifications:

- **3+ years experience selling \$25,000 to \$100,000+ solutions to enterprise customers, from prospecting to close (preferably software)**
 - You are experienced at navigating complex enterprise sales cycles that require engaging with and getting buy-in from multiple stakeholders, including C-suite executives
- **Healthcare experience**
 - You have experience working with healthcare providers, administrators and executives, even in a non-sales capacity.
- **Able to work out of our Toronto office, while travelling to visit clients as needed:**
 - Ability to travel to periodically (approximately 25% of the time, although this could change as the business evolves)
 - **NOTE:** We have currently put work travel on-hold since the start of the COVID-19 pandemic, however this may change based on market conditions.
 - Our clients are currently located across Canada and the U.S., and potentially outside North America in the future.

Why you'll love it here

- **Be at the forefront of healthcare innovation.** This is an opportunity to work with the world's top health systems and help them succeed with the latest digital health technologies.

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- **Make a positive impact on the lives of patients.** It is incredibly rewarding to hear regular feedback from patients on how SeamlessMD has improved, and sometimes saved, their lives. SeamlessMD is even more important to help providers care for patients virtually during COVID-19.
- **Company stock options.** We want you to have the opportunity to be an owner in the company.
- **Health, dental, vision and long-term disability benefits.** We want to invest in your health and well-being.
- **Parental leave top-up.** Family is important to all of us - and starting one requires a lot of time and attention!
- **Full kitchen with snacks and beverages.** We do bi-weekly snack/beverage orders so there is always something to eat!
- **Monthly team socials.** We love team bonding. Every month we host a variety of team socials that range from: Trivia night, ping pong at SPIN, movie nights, Blue Jays games and more!

Ready to Apply?

Please email joshua@seamless.md with:

- Subject title: "Applying for Sales Account Executive Role"
- Attach:
 - Your resume (2 pages maximum)
 - **Please include key sales accomplishments and metrics, including average deal sizes, % quota achieved, awards, key customers closed, etc.**
 - 1-page cover letter explaining how you meet our Qualifications and Attributes

We will reach back out if we are interested in exploring further with you.

Learn more about SeamlessMD:

- [Company website](#)
- [VIDEO: UAB uses SeamlessMD to improve the patient experience and reduce Length of Stay](#)
- [VIDEO: Atrium Health uses SeamlessMD to deliver Cerner-integrated, patient engagement](#)
- [PRESS: Ohio State University uses SeamlessMD to safely resume surgery during COVID-19](#)
- [PRESS: St. Joseph's Home Care uses SeamlessMD for employee health monitoring during COVID-19](#)
- [PRESS: St. Francis Hospital Uses New App to Help Heart Patients Stay on Track](#)
- [PRESS: Rush University Medical Center: Using an App to Speed Surgical Recovery](#)