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## Regional Account Manager – North Central USA

**Targeted Start Date:** ASAP

**Location:** on site in the PCS North Central Regional Office in the Chicago, IL area with up to 50% regional travel as necessary

### Company Background

PCS Software, Inc. is an AI platform for the transportation logistics marketplace providing the trucking industry's most effective transportation management platform (TMP) to improve fleet management and delivery systems and increase profits for our customers. Through innovation and invention, our software individualizes work routines, consolidates workflows, and streamlines management controls to improve accountability, transparency, and eliminate costly and redundant manual processes.

Trucking companies and freight brokers trust PCS to optimize their dispatch, accounting, and fleet operations. TL, LTL, Intermodal, and freight brokerage services use our TMP to automate operations, easily access information, and reduce inefficiencies to maximize sales and revenue. Founded in 1997 and headquartered in Houston, Texas, with regional offices now located across North America, PCS Software is the leading developer of hosted software solutions designed specifically for the ground transportation industry.

### Job Description: Regional Account Manager – North Central USA

PCS is currently hiring Regional Account Managers to own the responsibility of acting as Solution Specialists/Pre-Sales Engineers individuals who will work collaboratively with the sales team and act as a trusted advisor to customers to help sell the value of our transportation management platform solution for Carriers and Shippers. The role will require deep solution knowledge of dispatch, accounting, fleet management, and asset tracking for carriers and advanced scheduling, shipper TMS, and asset management for shippers. Knowledge of supply chain is helpful. This individual will have an individual monthly sales quota and will be required to configure and demonstrate product knowledge and solution delivery expertise during presentations to a wide range of TMS user audiences, including C-Level executives, and work with existing customers daily to ensure PaaS contract renewals and encourage organic account growth.

### Role and Responsibilities:

- Listen carefully, retain information, and understand the pain points of prospective customers.
- Collaborate with an amazing cross-functional team to create the account strategy, develop a solution blueprint, build a business case, and then tell a story or present the solution.
- Collaborate with the Sales organization, Product Development, Professional Services, Business Development, as well as our Partner ecosystem.
- Communicate PCS's solution and value through presentations, demonstrations, pilot implementations, and ongoing sales consultation.
- Be a Trusted Advisor to our clients, which means we maintain and offer our clients extensive knowledge in the industries we service, the workflows we can augment and deliver superior results that support our clients' strategic objectives.
- Develop and maintain technical and business knowledge of industry directions and trends.
- Influence our solution direction by bringing field insights to the product team.
- Support customer discovery workshops with domain expertise.
- Work across multiple levels within a customer organization to articulate PCS's solution and add value.
- Configure demos and deliver presentations to customers.

- Coordinating with the field sales team on prospective customers for PCS Software demonstrations, training end users, and custom application development requirements gathering during the sales process and then being the long-term go-to Account Manager for the end-users at the client management level.
- Coordinating with the PCS Development Team on the needs of customers regarding software customizations, implementation timelines, and IT hardware/software related functionality requirements.
- Creating tailored training courses and implementation plans for new customers within the Southwest region that will allow them to be more proficient when operating all aspects of our TMS as well as still within a timely manner to be live within their expected timeframe.
- Identifying and farming existing account contacts for the purpose of pursuing potential upsells within the regional customer list.
- Travel up to 50% regionally to customer locations potentially required for sales interactions/meetings, training classes, and the implementation process.
- Help revise day-to-day dispatching and accounting practices as a subject matter expert/consultant to improve efficiency within the client's operation beyond just being able to navigate the system well, which requires a firm understanding of dispatch and GAAP accounting best practices.

#### **Minimum Requirements:**

- Minimum of 5 years of IT industry experience either in professional services/consulting services and/or a pre-sales engineering role in the transportation management domain.
- Arrive with high energy and be a self-starter who demonstrates creativity and who thrives in an entrepreneurial type of environment.
- Possess strong presentation skills, comfortable building presentations and presenting to varying sized audiences.
- Arrive with technical proficiency and configuration experience utilizing PaaS deployment and previous pre-sales experience with SaaS / PaaS solutions.
- Must have a very detail-oriented personality, with strong analytical problem-solving capabilities.
- An ability to demonstrate software F2F and virtually and highlight the value it brings to customers.
- Possess a team-oriented attitude with previous work experience and a collaborative attitude and approach.
- Existing ability and experience conveying industry trends and provide a business and technical point-of-view and then support your messaging with actual data and facts.
- Must be willing to travel at least 50% of the time regionally in your assigned client territory.

#### **EDUCATION REQUIREMENTS**

Bachelor's Degree in Computer Science, Computer Engineering, CIS, MIS, Business, Marketing, Communications, or other bachelor's level degree required.

#### **SUCCESS FACTORS**

PCS Software is a company of motivated employees from a wide range of industries and backgrounds working toward a common goal – the success of our customers in the ground transportation industry. Our team works together and challenges each other to bring new ideas to the table to achieve our mission. That is, to create the most effective transportation management system in the country at delivering process improvements that immediately result in operational efficiencies and revenue generation for our customers.

- Solid track record of longevity at one company and the ability to show growth in your career progression.
- At a personal and interpersonal level, we are looking for individuals who thrive and excel in teams and demonstrate big-picture thinking, willingness to explore new avenues, be persistent when things do not go well, and be committed to delivering and maintaining a high "Do/Say" ratio.
- Strong communication skills, both oral and written, at the technical and managerial level, are also key to success.
- Ability to communicate with customers to understand and document the simulation requirements, then ideate, plan, develop, and deliver simulation tools are required.

- Skill and ability to: collect, curate, organize, synthesize and/or analyze data to summarize findings and develop conclusions and evidence-based recommendations are essential.

## **OUR VALUES**

Our guiding principle at PCS Software is customer service. We believe that we are a customer service company that happens to make the best software in our industry. If you are driven to delight customers and treat every fellow employee with that same level of excellence and care, then we want to talk to you!

At PCS Software, we value our amazing people-centric culture of builders and doers over any skill that someone can offer. This is an amazing place to work, and we offer our team a creative, fun, educational, and challenging environment. We constantly focus on not only the customer's journey and experience with PCS Software, but our individual journey as employees and the overall team experience as well.

## **Why Join PCS?**

PCS Software, Inc. rewards your hard work with excellent opportunities for career growth and personal development. If you want to be the newest member of a vibrant group of energized technology leaders in an innovative and entrepreneurial environment, then apply online today to start building solutions that customers will love to use and join a company that truly rewards your hard work and values your talented contributions. If you would like to compete for this highly sought-after position, please submit your resume to [employment@pcssoft.com](mailto:employment@pcssoft.com).

PCS Software, Inc. is considered one of the best places to work because of our competitive compensation plans, comprehensive benefits plan with 100% company paid medical, dental, and vision premiums for you and your dependents, 401k with a 4% match, generous PTO package, a truly creative and fun working environment, complementary food/beverages in the office, paid training and development opportunities, paid gym/fitness facility membership, employee recognition programs, and amazing opportunities for career growth and personal development.

## **Work Authorization**

PCS Software, Inc. will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

This job description provides many examples of the types of responsibilities required but is not intended to be a comprehensive list. The incumbent will complete other job responsibilities as needed which are not specifically described in this document.

PCS Software, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability, or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.

We thank all respondents for their interest in PCS Software, Inc. However, only those selected for an interview will be contacted. To view additional information on PCS Software, Inc., please visit our website at [www.pcssoft.com](http://www.pcssoft.com). No calls or agencies please.