



## **ACCOUNT REPRESENTATIVE - ATC SIMULATION**

### **Orlando, FL**

Adacel Systems, Inc. (“ASI”) produces simulation and training systems for commercial, defense and export markets. ASI offers a comprehensive range of fully scalable customizable simulation systems from desktop trainer to complete 360-degree room-sized Air Traffic Control tower environments. We provide professional ATC training simulation systems for governments, universities and civilian air traffic control agencies worldwide.

The **Account Representative** serves as the primary business contact for existing clients. S/he is responsible for providing excellent customer service and for maintaining client satisfaction. S/he will report to the Business Development Executive.

#### **Responsibilities**

- Coordinates extended support renewals of existing clients.
- Presents client needs and goals to key members within the organization.
- Develops and implements strategies to grow revenue within existing accounts.
- Maintains process performance metrics and customer record management systems.
- Provides regular input on all account activity (including status and call reports) to Supervisor.
- Maintains positive relationships with clients to encourage new and repeat business opportunities.

#### **Requirements**

- Previous experience using Microsoft Office (Outlook, Excel, Word and PowerPoint).
- Ability to communicate well with individuals with various degrees of technical knowledge.
- Excellent written and oral communications skills.
- Must exhibit good problem solving skills.
- Must have good telephone etiquette.
- Must be comfortable lifting up to 25 lbs. on an occasional basis.
- Must be comfortable travelling up to 25% of the time – domestically and internationally.

#### **Desirables**

- Familiarity with simulation software features and usage.
- Previous Air Traffic Control experience.
- Associate’s degree in Air Traffic Control or a related field.

If you are looking for an exciting, progressive company that offers challenges, a friendly and casual work environment, competitive salaries, excellent [health, dental, short and long term disability, life insurance, 401(k)] plans, and much more, please send your resume to [careersusa@adacel.com](mailto:careersusa@adacel.com).

Adacel Systems, Inc. is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.