



## **Title: Director of Services**

TCS Associates, ([www.tcsassociates.com](http://www.tcsassociates.com)) a leading provider of Assistive Technology (AT) solutions for people with disabilities, is looking for a motivated, organized, enthusiastic person to join our fast growing team as the Director of Services. The Director of Services reports to the TCS CEO and will be responsible for managing relations with current clients, managing growth initiatives and developing new business of TCS's service offerings primarily throughout Washington DC, Maryland, and Virginia. The Director of Services will ensure high-level relations with all clients, including overall client satisfaction and consistent, profitable growth in sales revenues through positive planning, deployment and management of business initiatives.

This position will be responsible to identify objectives, strategies and action plans to improve short and long-term sales and revenue growth with current and future clients of TCS. The Director of Services will expand relationships with existing customers by directing and supporting collaborative efforts specifically within TCS's federal, education, and vocational rehabilitation services. In addition, the Director will be responsible for assisting in closing on qualified opportunities referred by the sales representatives, Operations Manager, or other TCS personnel, while actively collaborating with these team members.

The successful candidate must be Internet savvy, computer literate, experienced with the Microsoft Office suite of applications and possess a desire to keep pace with the constant changes within the accessibility and accommodations practices within federal, vocational rehabilitation, and education service sectors. Self-starters with a sense of urgency as well as the flexibility to adjust to the trends of the market are well suited for this challenging position. Additionally, the candidate must have strong verbal and written communication skills, an ability to work independently and in a team environment.

### **Job Responsibilities:**

- Responsible for the management of client relations to include the management of client expectations, resources, relationships, strategies, and revenue
- Meet assigned targets for profitable sales growth for the company with current and future clientele
- Explore, develop, and capture new lines of business in specific growth areas as determined by the CEO
- Lead demand-generating activities in the assigned market for TCS's service offerings
- Determine strategic direction and tone for all accounts





- Establish productive, professional relationships with key personnel in assigned customer accounts and territories
- Coordinate the customer involvement of other company personnel when needed, including support resources, team members, and management
- Establish and achieve agreed upon sales revenue targets for each account
- Support initiatives that ensure profitability
- Accurately forecast annual, quarterly and monthly revenue streams
- Develop specific plans to ensure revenue growth in company's accounts
- Provide quarterly results assessments of sales
- Coordinate proper company resources to ensure efficient and stable sales results
- Collaborate with sales and operations personnel to develop sales strategies to improve market share in all TCS's service offerings
- Aid in the identification and development of personnel resources to meet service demand on accounts
- Monitor and manage assigned staff development, career paths and reviews
- Attend and represent TCS at local and national conferences and table top shows
- Other project duties as assigned

**Minimum Qualifications:**

- Industry leader with visible profile with 6+ years of experience in accessibility and accommodations services specifically in vocational rehabilitation and/or education sectors
- Master's degree from an accredited institution
- Minimum 6+ years of account management experience in a business-to-business, large/strategic customer segment and a record of achievement in developing business.
- Experience in managing accounts, developing marketing, business development and sales strategies
- Excellent interpersonal skills to foster optimal departmental relationships
- Must have excellent communications skills, both written and oral
- Analytical skills and excellent communications skills
- Ability to work in a team in a fast paced environment
- Self-starter/multi-tasker
- Familiarity with MS Office applications

**Salary and Benefits Offered:**

- Salary: Commensurate with experience





- Benefits: Flexible Work Hours, Unlimited PTO, Teleworking Options, Health, Dental and Vision (Including Domestic Partners), Dependent Care Spending, Transit & Parking Spending, Short/Long Term Disability, Life Insurance, 401(k) – with matching, Professional Development, and more!

**Additional Information:**

- Work Location: TCS corporate office (Rockville, MD) and outside travel to customers' premises
- This position includes periods of telephone-intensive work and may require sitting for long periods of time
- Must be able to pass a background check or obtain a clearance if required

*To apply for this position, please send your cover letter and resume with salary requirements to: [Jobs@TCSassociates.com](mailto:Jobs@TCSassociates.com)*

