



FDAQRC Job Description

Director of SaaS Sales and Implementation

Compliance Key, an FDA Quality and Regulatory Consultants company, is seeking a dynamic salesperson who can introduce and present its newest software tool APEX. APEX is an electronic Quality Management System (eQMS) solution based on a Large Language Model (LLM). APEX has been designed to provide a complete Quality System solution for pharmaceutical, medical device and biotech firms. We are seeking a candidate who can leverage their passion and creativity for technology to tell our technology story to clients.

Position Overview

The Director of SaaS Sales and Implementation will lead the strategy, sales, and execution of APEX, ensuring its success launch to clients. This role will oversee the full product lifecycle—from client sales to client launch (with assistance from our partner StrayJack)—while ensuring our solutions align with market needs, customer expectations, and company goals.

The ideal candidate is an established sales leader with proven history selling life science software (preference selling eQMS) as well as a firm understanding of sales goals and sales cycles. This role is remote based. Travel may be required to support business relationships and attend exhibitions and conferences as needed.

FDAQRC has two (2) customers, Clients and Consultants. Maintaining customer relationships and ensuring customer loyalty through exceptional customer service is what makes us successful. Employees are expected to understand and demonstrate excellent customer service skills. This results in the high retention of our customers.

The Director of SaaS Sales and Implementation performs

a wide range of duties including some of the following:

1. Define and drive the overall sales development strategy of the APEX system, highlighting clients who can benefit from this product.
2. Develop, execute, and oversee a business strategy that prioritizes growth and positive customer interactions.
3. Scheduling appointments, preparing, and delivering presentations to the client, having researched their business and requirements.

4. Develop and maintain positive professional relationships with clients.
5. Translate business objectives and customer needs into product requirements and features.
6. Oversee metrics, KPIs, and reporting to evaluate product performance and inform future enhancements.
7. Responds to queries and pending items within one (1) business day.
8. Supports the customer service feedback program and participates by providing constructive notes.
9. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
10. Enhance organization reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.

Qualifications

- Bachelor's degree in business, Engineering, Computer Science, or related field (MBA or advanced degree preferred)
- 10+ years of Life Science Software Sales (preference in selling eQMS)
- Excellent communication and stakeholder management abilities
- Experience in **technology-driven products** is a strong plus.
- Requires the ability to work closely with all levels of internal management and staff, as well as outside clients and vendors. Sensitivity to confidential matters is required.
 - / Strong presentation skills
 - / A history of business-to-business sales at a corporate level is preferred.
 - / Strong research and strategic analysis skills
 - / Excellent communication skills, both verbal and written; ability to cold call potential clients with confidence are key for success.
 - / Skilled at negotiating and closing deals with clients.
 - / Must be able to operate Microsoft Office and other industry tools.

Characteristics

The Director of SaaS Sales and Implementation should demonstrate competence in all the following:



Behave Ethically: Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.

Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.

Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

Lead: Positively influence others to achieve results that are in the best interest of the organization.

Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.

Plan: Determine strategies to move the organization forward, set goals, create, and implement actions plans, and evaluate the process and results.

Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.