

Army & SOCOM Senior Account Manager

About Ethos

Founded in 2019, Ethos is the pioneering **Human Readiness Platform** that seamlessly integrates learning, performance, and outcomes into a unified solution. Our platform delivers modernized training methodologies, real-time readiness dashboards, and AI-driven personalization capabilities, all engineered for enterprise-scale deployment across both commercial and **classified networks**. As a trusted mission partner, Ethos serves over 150 enterprise customers globally, including critical sectors like the **U.S. military**, life sciences, manufacturing, supply chain, and professional sports.

About the Role

The Army and SOCOM Senior Account Manager plays a critical role in fulfilling our mission of enabling human readiness, particularly for our federal clients within the US Army and Special Operations Command (SOCOM). This role spearheads engagement across the United States Army and SOCOM, taking full ownership of the customer lifecycle from initial contact through sustained expansion. This role focuses on cultivating and nurturing tactical relationships within the Army and SOCOM.

A critical component of this role is proactive identification and follow through for existing and new opportunities within our existing Army and SOCOM customer base. This is a fully remote position.

Key Responsibilities

- Prospect for potential customers within DOD services, primarily the Army and SOCOM, and develop an extensive network of potential influencers and decision makers.
- Penetrate targeted accounts within named focus area, contact and qualify new buyers, uncover and analyze customer needs, develop a solution/value propositions, and negotiate contract terms
- Facilitate communications with other team members and partners to solve unique customer business challenges.
- Leverage success with other DOD services and present our unique value proposition and learning technologies to the Army and SOCOM use cases and opportunities.
- Maintain professional and ethical conduct with internal and external customers.
- Conduct online demos of our products via web technologies and web-based presentations.

- Facilitate communications with other team members and partners to solve unique customer business challenges.
 - Serve as key support, and at times lead, in the development of high-quality, customer-facing learning materials on the Ethos Platform, specifically tailored for US Army and SOCOM training objectives. This includes designing interactive lessons, assessments, and readiness checks from raw source materials.
 - Deliver actionable, data-driven insights derived from customer learner outputs, helping federal clients understand their readiness posture and areas for improvement.
 - Prioritize and drive the timely resolution of customer inquiries related to content, lessons, or quizzes, and provide responsive feedback on their creation.
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Qualifications

Basic Qualifications:

- Ability to travel up to **50%** of the time to client sites or conferences..
- Must be a **U.S. Citizen** and authorized to work in the U.S.; ability to hold a security clearance
- Business Development experience and understanding.
- Demonstrated experience navigating and building relationships within the Army and SOCOM.
- Excellent interpersonal skills with the ability to build authentic business relationships and effectively navigate relational challenges.
- Proven passion for, and/or direct experience with, learning, training and educational software platforms.
- Highly organized, proactive, and possessing impeccable attention to detail, especially when handling sensitive materials.
- Experience analyzing data, trends, and client information to identify product or service growth opportunities.
- Strong verbal and written communication skills with a clear technical aptitude.

Preferred Qualifications:

- BS/BA degree from an accredited 4-year college or university.
 - Familiarity with federal contracting procedures..
 - Experience working with classified or sensitive materials.
 - Successful experience carrying a quota in the Technology/SaaS space.
 - Demonstrated technical support and problem-solving abilities in a client-facing role.
 - Proficient in Google and Microsoft suite of products.
 - An agile learner with new technologies (e.g., SharePoint, Asana, Salesforce, government-specific collaboration tools).
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Security Clearance

While not required for initial application, candidates may be required to obtain and maintain a **security clearance** at the **Secret** level or higher for specific federal projects.

Compensation & Benefits

Ethos is committed to providing competitive compensation to our employees while offering significant upside potential through equity. Our comprehensive benefits package includes subsidized health insurance (Medical+Vision+Dental included), 401k retirement plan, life insurance, and a cell phone stipend.

Range: 100,000-140,000 annual base salary, plus variable compensation paid in the form of commission based on sales quotas.

A Note on What We're Looking For

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. Therefore, if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles within our growing high performance team!

Interested applicants should email a cover letter and resume to bfunck@ethosystems.com