



Full-time Junior Sales & Account Associate (JSAA)

Job Summary

Mediagraph is looking for a curious, people-oriented Junior Sales & Account Associate to join our growing sales and support team. You'll be a friendly first point of contact for prospective customers: researching organizations that could benefit from Mediagraph, reaching out, fielding inbound interest, and helping prospects feel confident as they explore the platform. This is a great role for someone early in their sales, account management, or customer success career who enjoys learning about new organizations, building real relationships, and helping people find the right solution.

Mediagraph takes an unusual approach to account sales. Instead of leaning on hard sales tactics, we lead with curiosity, understanding our customers' needs, and demonstrating why Mediagraph is the right fit. We bring knowledge, patience, and empathy to the software selection process, and we look for teammates who do the same.

What You'll Do

1) Prospect Research

- Research organizations that look like a strong fit for Mediagraph.
- Build and maintain prospect lists in our CRM, keeping records clean, current, and well-organized.
- Notice patterns in the kinds of organizations and contacts that respond well, and share those insights with the team.

2) Outreach & Inbound Inquiries

- Reach out to prospects via email, LinkedIn, trade shows, and client referrals – in a warm, consultative voice that aligns with how we sell.
- Monitor inbound requests and inquiries, respond promptly, and route more complex conversations to senior teammates when helpful.
- Keep outreach steady and organized, juggling multiple conversations without dropping the ball.

3) Demos & Follow-up

- Participate in product demos alongside senior team members, taking notes and learning the conversation.
- Own follow-up communications after demos and meetings: sending recaps, answering questions, and keeping things moving.
- Over time, lead intro calls and lighter demos as you grow into the role.

4) Trial & Onboarding Support

- Support prospects during the trial period: checking in, answering questions, and helping them get to a confident "yes" or a clear "not right now."



- Coordinate handoffs to our Customer Success team once a prospect becomes a customer.
- Help with onboarding tasks alongside our Customer Success team when needed.

Tools You'll Use

- Nutshell (CRM)
- Zendesk (support/ticketing)
- Google Workspace

Your Qualifications

Required

- 1+ year of experience in a customer-facing role (sales, support, success, account management, retail/hospitality, internships, etc.).
- Strong written and verbal communication skills: you're clear, kind, and steady under pressure.
- Organized and detail-oriented, with the ability to juggle multiple conversations and tasks without losing track.
- Comfortable learning new software quickly and explaining it in a way that makes sense to others.
- Curious and self-motivated: you enjoy researching organizations and figuring out what they actually need.

Strongly Encouraged

- Familiarity with digital asset management (DAM) or organizing digital files.

Nice to Have

- Experience in SaaS sales, business development, or software support.
- Knowledge of photo metadata.
- Experience using a CRM (Nutshell, HubSpot, Salesforce, or similar).

Working Conditions

- Fully remote role.
- Occasional travel to company events and trade shows may be required.
- Standard business hours, with some flexibility to support prospects and leads in different time zones.

Benefits

- Salary range: \$40,000–\$50,000
- PTO: accrual up to 80 hours
- Health insurance reimbursement



- 401(k): employer match up to 3.5%

About Mediagraph

We're a small, collaborative team building tools that help universities, non-profits, newsrooms, and for-profit companies manage and preserve their digital collections. Our work sits at the intersection of technology and storytelling—think photos, videos, history, and the people who care about keeping it all accessible and organized.

If you're curious by nature, enjoy helping others, and get a quiet thrill from connecting the right people with the right tools, you'll fit right in here. We move quickly, support each other, and there's real room to grow as we do.