

Inside Sales Associate

Full Time
Mt. Laurel, NJ US

FLSA Status

Non-exempt

Reports To

Direct to Office Supervisor

Job Summary

This position requires an individual who has the experience and ability to educate offices about Epicur products or services in order to increase business growth.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Use qualified leads from marketing campaigns as education opportunities for veterinary offices on Epicur products and/or iFill
- Collects and maintains client information in the CRM database
- Works closely with staff across departments (sales team, marketing, accounting, iFill, etc.) to implement growth strategies
- Contacts potential customers to develop relationships and educate
- Closes the business deal once the offices contact Epicur
- Contacts potential clients through warm calls and emails
- Present our company to potential clients and answer any potential questions
- Identify client needs and suggest appropriate products/services
- Customize product solutions to increase customer satisfaction
- Stay up-to-date with new products/services and new pricing/payment plans
- Meets and/or exceeds department's goals

Required Education and Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or general education degree (GED)
- Customer service call center experience preferred but not required
- Must possess strong verbal, written and oral communication skills
- Must have basic to moderate computer skills and have the ability to learn new software programs quickly
- Must exhibit punctuality and low absenteeism
- Completion of Stokes Healthcare's internal training class

Eligibility Qualifications

It may be necessary to work extended hours as needed.

Competencies

- Collaboration Skills
- Communication Skills
- Customer/Client Focus
- Initiative
- Leadership
- Organizational Skills
- Problem Solving/Analysis
- Technical Capacity

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates primarily in an office environment. This position requires the use of standard office equipment, and frequent standing and walking.

Language Skills

Must be able to read, write, speak and understand English fluently and have the ability to read and interpret documents such as operating and maintenance instructions and procedure manuals.

Mathematical Skills

Use addition, subtraction, multiplication and the division of numbers including decimals and fractions when checking of reports, forms, records and comparable data where interpretation is required involving basic skills knowledge.

Reasoning Ability

Must have the ability to solve practical problems and deal with a variety of concrete variables in situations where substantial standardization exists. Must be able to interpret instructions furnished in written, oral, and diagram or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- May need to lift up to twenty-five (25) pounds on occasion
- May sit, stand, stoop, bend and walk intermittently during the day
- May sit or stand seven (7) to ten (10) hours per day
- Finger dexterity to operate office equipment required
- May be necessary to work extended hours as needed

Position Type and Expected Hours of Work

This is a full-time position. Because of the nature of the business, work schedules may vary at times.

Travel

No travel is expected for this position.

Disclaimer

The above job description is intended to describe the general nature and level of work being performed by employees assigned to this job. It is not designed to capture or illustrate a comprehensive list of all responsibilities, duties, and skills required of employees assigned to this job.

AAP/EEO Statement

Stokes Healthcare is an Equal Employment Opportunity and Affirmative Action Employer.