

## **Our Purpose & Who we Are:**

At Sentec we aim to improve the lives of patients by advancing respiratory monitoring solutions to provide clinicians the continuous insight they need to guide care and – most importantly – improve patient outcomes.

## **Our Values:**

Patient Focused  
Collaborative  
Integrity  
Quality

## **Job Description: Customer & Sales Support Specialist**

This role will directly support the Sales Organization and Customers reporting directly to the Director of Commercial Operations. Responsibilities will include the following: lead management, preparation of sales proposals, contract administration, scheduling of company evaluations, management of demo equipment inventory, inside liaison between field sales teams and other departments, administration of customer and distributor agreements, preparation and maintenance of customer pricing, and order/invoice processing.

Professionally handle incoming requests from customers and Sales to ensure that issues are resolved both promptly and thoroughly. Thoroughly and efficiently gather information, access and fulfill customer/sales needs, educate where applicable and provide ongoing support of opportunities through the sales process (from Lead to Order). Provide quality service and support in a variety of areas including, but not limited to: billing, placing print orders, and system troubleshooting. Troubleshoot customer issues over the phone or via email. Maintain a balance between company policies and customer/sales benefit in decision making. Handles issues in the best interest of both customer and company and uses judgement to elevate as needed. Continuously evaluate and identify opportunities to drive process improvements that positively drive change to increase efficiency and service levels. Responsible for compiling and generating reports as they relate to customer service surveys.

## **Essential Duties and Responsibilities:**

- Work in partnership with Sales representatives to support the sales process from early stages through the close of the sale; and help maintain/monitor ongoing customer purchasing behaviors.
- Generates sales contracts and quotes. Support and facilitate contract negotiations with customers.
- Capture accurate and complete information in Customer Relationship Management system (CRM)

- Develops, solicits and closes incremental business through the identification of new customer opportunities.
- Identify decision makers amongst the targeted leads and coordinate Territory Manager visits in order to start sales process.
- Provide responsiveness to Customers to strengthen working relationships with existing accounts.
- Process, Post and enter orders, RMAs and invoices. Determine shipment dates for monitors and disposables and advise customers.
- Determine charges for specific service requested, advice of prepayment amounts, maintains customer information records and issues discontinuance orders.
- Directs inquiries concerning billing, product complaints or service rendered to proper internal/external contact for implementation and/or investigation.
- Investigates conditions preventing completion of orders, Accounts on Credit hold, Open RMA, Open Evaluations and other Customer specific inquiries through internal coordination.

## **Qualifications:**

Individual must be able to perform each essential duty of this job satisfactorily. Individual should also have the ability to communicate ideas/suggestions for improvement of systems and processes.

## **Education/ Experience:**

- Bachelor's degree required.
- Minimum of 1-3 years of experience working in customer service, contract administration or sales operations role. Experience working with sales administration and/or customer support required.
- Medical device experience is a plus.
- CRM experience preferred

## **Skills/ Knowledge/ Abilities:**

- Must be able to read, write, speak and understand the English language.
- Highly developed sense of integrity and commitment to customer satisfaction.
- Must have effective verbal and written communication skills, along with strong interpersonal, problem resolution, and creative thinking skills.
- Excellent professional manner and telephone sales personality skills a must.
- Strong computer skills. Must have Experience with MS Office Suite (MS Excel, MS Power Point, MS Word, MS Outlook). CRM experience is a plus.
- Well organized, excellent time management skills; and have the ability to prioritize in a fast-paced self-directed environment.
- Able to multi-task activities with shifting priorities.

- Honest, assertive, and systematic.
- Strong decision making and analytical abilities.
- Possess a strong work ethic and team player mentality.
- Willingness to work a flexible schedule.

### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lifting up to 10 pounds.
- Stand, walk, stoop, kneel.
- Able to speak and hear.
- Must be able to sit at a computer for long periods of time

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working conditions are normal for an office environment. Work requires the use of a computer, copier, and other applicable office equipment.