

POSITION DESCRIPTION

JOB TITLE:	Inside Sales Leader
REPORTS TO:	Senior Vice President, Imaging Sales
DEPARTMENT:	Inside Sales
FLSA STATUS:	Exempt
LOCATION:	Milwaukee, Wisconsin

POSITION SUMMARY

The Inside Sales Leader is responsible for sales of imaging services, including new multi-year contracts, contract renewals and hourly services. Imaging services includes maintenance and repair of ultrasound, nuclear medicine, bone mineral densitometry, MRI, CT and PET equipment.

The leader is responsible for hiring and developing the team, sales operations, and developing effective working relationships with key stakeholders such as Field Service, Outside Sales, Marketing and key customers.

ESSENTIAL FUNCTIONS

- Drives sales revenue, profitability and market share to meet or exceed the company's operating plan in the assigned areas of responsibility.
- Assigns goals, objectives and performance metrics to the Inside Sales team and actively manages the team's day to day performance through coaching, mentoring, and performance feedback.
 - Hires and develops team.
 - Inspires, motivates and creates a positive culture within the team.
 - Tracks, assesses and manages overall sales activity, including phone, email, pipeline and bid activity.
 - Ensures compliance with contract data tracking and CRM entry requirements.
- Participates in client interactions to ensure customer retention and satisfaction, including any escalated customer issues or concerns.
- Performs joint sales calls to assist in closing open proposals as needed.
- Manages sales operations, to include:
 - Provides regular updates to Sales leadership including but not limited to, competitive activity, market conditions, new product/service opportunities, quota achievement, and other customer relevant information.
 - Collaborates with and establishes processes for collaboration with Field Service, other Sales groups, and other customer facing teams to enhance customer experience, maximize efficiency and ensure accurate tracking of sales related activity and achievement.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITY

The position manages all employees in the Inside Sales department.

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

- Proven track record building, developing and leading a successful inside sales service team and achieving growth across multi-offering and client segments.
- Strong CRM skills and competencies.
- In-depth knowledge of sales administration.
- Proven people leadership competencies.
- Demonstrated ability to identify and drive process improvement and operational efficiencies.
- Demonstrated ability to collaborate effectively and frequently.
- Demonstrated strong problem solving, analytical, organizational and negotiating skills.
- Excellent oral and written communication, interpersonal and presentation skills.
- Proficiency with Microsoft Office, Excel, and PowerPoint applications.

PREFERRED EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited university in Sales, Business Administration, Technical discipline or relevant field.
- Ten (10) years of sales experience.
- Healthcare market knowledge and/or experience with medical imaging.

WORK ENVIRONMENT

This position would operate in a professional office environment. The position routinely uses standard office equipment such as computers, telephones, photocopiers, fax machines, and filing cabinets. The noise level in the work environment is usually quiet to moderate. The passage of employees through the work area is average and normal.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

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 of the job.

This is largely a sedentary role. The position requires the ability to occasionally lift or carry items weighing up to 10 pounds.

While performing the duties of this position, the employee is regularly required to sit; use hands and fingers to key, handle or feel; talk or speak; hear, and stand. The employee is occasionally required to stoop, kneel or crouch; bend; reach with hands and arms; and walk. Vision abilities required to perform this job include close vision.

TRAVEL REQUIREMENTS

The position may require travel up to 10% of the time, to visit key customers and attend trade shows.

Manager Approval:		Date:	
Next Level Management Approval:		Date:	
Human Resources Approval:		Date:	

Employee signature below denotes employee's understanding of the essential functions, duties and requirements of the position.

Employee Signature: _____ Date: _____