



JOB DESCRIPTION

Job Title: Internal Sales Associate

Reports to:	Sales & Marketing Director	Career Band Level:	B1 or B2
Department:	Sales & Marketing	Date Revised:	May 16, 2019

Job Summary

The Internal Sales Associate is responsible for customer transactions at all stages of the sales pipeline. This position requires the ability to assist in detailed data entry and analysis of projects to support sales and production staff. The successful candidate must be able to multi-task and prioritize their work in a fast-paced environment to improve sales productivity and efficiency. This individual should be able to work well with a team and provide exceptional customer service. The candidate needs to consistently pay exceptional attention to detail in working to maintain customer records, convey up-to-date pricing information, and validate inventory. This position requires organization of multiple projects while meeting deadlines, a positive attitude and outstanding communication skills.

Key Accountabilities and Responsibilities

- Perform data entry duties across multiple internal sales projects including customer intake, product quoting and sales order processing.
- Maintain customer records in customized CRM software (NetSuite).
- Triage of customer support inquiries, both through tracked emails and phone calls.
- Maintain product records with price list.
- Customer follow up by means of email and phone.
- Data input for internal Quotes and Purchase Order process.
- Follow up and verification on customer payments.
- Assist Marketing as needed on Sales initiatives and Special Projects
- Special Projects when needed as directed by Executive Team members

Desired Attributes

- Strong work ethic
- Dependable
- Positive attitude
- Self-motivated
- Team-oriented
- Effective communicator
- Flexible



Job Requirements	
Minimum Education:	Bachelor's Degree in Business Administration or related field;
Minimum Experience:	Minimum 1-2 year's experience in Sales and Marketing role.
Specialized Knowledge:	Excellent working knowledge of Microsoft Word, Excel and Outlook is required
Special Skills:	Excellent bookkeeping and organizational skills Ability to communicate -- both within the organization and outside the organization to research, analyse and resolve issues Detail oriented, accuracy focused, deadline driven Interest in Neuroscience, Biomedical Engineering, or Medical Technology a plus