



## **Inside Sales and Customer Service Specialist**

### **Job Description**

#### **Position Overview**

Under the supervision of the Regional Sales Director, the Inside Sales and Customer Service Specialist supports the growth of Levo Medical Corporation by helping to drive sales increases and by providing excellent customer service. Responsibilities of the role include timely, professional communication with both external and internal customers via phone, video conference and email. In this role, the management of existing customer accounts and the development and nurturing of new sales accounts throughout the Levo Medical sales cycle will be critical to success.

#### **Responsibilities of the Inside Sales and Customer Service Specialist:**

- Respond to customer inquiries, provide appropriate solutions, and follow up to ensure customer satisfaction.
- Monitor, receive, and update customer feedback in the Quality Management System and CRM to maintain customer relationships, improve customer satisfaction, and ensure delivery of a quality product.
- Contact potential and existing customers through cold calls, generating sales leads, and responding to sales inquiries to secure new and expand existing business accounts to meet and exceed established sales targets.
- Provide support for our Patient Referral Program by scheduling appointments for existing and new customers to see their local audiologist, when required.
- Provide virtual product demonstrations and training, and answer product questions from business accounts and potential customers and patients via phone and/or email.
- Prepare accurate and timely sales information and reports.
- Contribute to marketing strategy by monitoring competitive products and staying up to date on customer market trends.
- Confirm all technical information with customers and process orders in the system as required.
- Maintain knowledge of and consistently comply with all company policies, procedures, and standards.
- Secure and maintain all company, client and customer information to ensure client and company confidentiality and to meet all company and regulatory requirements.
- Complete regulatory and customer feedback documentation in a timely manner.
- Maintain positive working relationships with team members and management.
- Provide marketing support and engage in ongoing events such as trade shows and professional conferences, which may include attendance, preparation and logistical tasks as needed.



- Provide manufacturing and assembly support for low volume low complexity manufacturing activities, such as programming and testing Apple iPads and iPods and packaging.
- Other duties as assigned by management.

**Qualifications, Experience and Attributes:**

- A minimum of 1 to 2 years of customer service experience is required, with experience in a medical environment beneficial.
- Previous sales experience is ideal, with the confidence and proven ability to effectively communicate product benefits and features.
- Proficiency in Microsoft Office Suite: Excel, PowerPoint, Word and Outlook is required, and experience with Salesforce CRM is preferred.
- Superior interpersonal, problem solving and customer service skills to effectively build relationships.
- Excellent communication skills, both verbally and written, with the ability to communicate in an organized, clear and effective manner.
- Demonstrated professional phone skills and follow-up with patients and business accounts.
- Self-motivated and goal oriented with the ability to work efficiently and effectively under pressure with simultaneous deadlines.
- A creative thinker, flexible, and able to think on your feet, by assessing, planning and strategic troubleshooting.
- Proven professional business acumen.