



Inside Tele Sales Supervisor

The Tele Sales Supervisor is responsible for the performance and overall management of assigned team of Inside Sales Representatives (ISR's) and ensures that client goals and internal objectives are met.

To engage Health Care Professionals in phone and web based discussions to promote assigned products, marketing programs, and maximize the products selling potential achieving company objectives.

Main Accountabilities

- Manages all activities associated with outbound/inbound calls with potential and existing customers
- Ensures productivity meets or exceeds standards.
- Develops and implements sales objectives and strategies to grow the organizations business.
- Develops and executes training for ISRs
- Develops, implements and improves processes through identification of operational, sales and technological change that are having an impact on customer satisfaction and department efficiency
- Ensure that program goals and commissions are proactively communicated to each inside sales rep per the program specifications
- Coach ISR's daily to aid achievement of performance goals
- Phone prospects and identify opportunities to acquire additional business from existing customer base
- Cold call key decision makers for the sales of OTC, Therapeutic and various other product offerings.
- Demonstrate a strong understanding and knowledge the product portfolio.
- Achieve customer satisfaction; by phones, appointments and maintaining high standard of customer service.
- Gather data and actively listen to new and existing customers, fully understand their business requirements and relate to our product offerings.
- Complete associated electronic files following each customer contact in a timely, accurate and actionable manner to ensure all details of the transaction are completed according to approved and standardized procedures.
- Report daily activity, including contact information, appointments set, follow ups etc.

Job Related Qualification/Skills

- Bachelor's Degree or an equivalent combination of education and/or B2B experience.
- Minimum 1 year of Tele-Sales experience required
- Telemarketing/Tele sales management experience preferred
- Pharmaceutical, healthcare and/or telemarketing experience preferred
- Excellent communication (oral and written and presentation skills)
- Personal drive and internal motivation toward high achievement
- Ability to comprehend and communicate complex technical/medical terminology and to maintain the required technical expertise including competitor product knowledge
- Excellent selling, closing, persuasion and presentation skills.