



Crown Laboratories, Inc.

Job Title:	Inside Tele Sales Representative
Reporting To:	Inside Tele Sales Supervisor
Full/Part Time	Part Time/Flex Time
Hours	Up to a maximum of 29hrs per week

### **Job Purpose Statement**

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

### **Main Accountabilities**

- Manages all activities associated with outbound/inbound calls with potential and existing customers
- Ensures productivity meets or exceeds standards.
- 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 paperwork following each customer contact in a timely, accurate and legible 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
- Pharmaceutical, healthcare and/or telemarketing experience preferred
- Ability to work independently and in a team environment
- 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
- Good organizational and planning skill with strong attention to detail and accuracy
- Excellent selling, closing, persuasion and presentation skills.
- Flexibility and the ability to handle multiple tasks simultaneously.

### **Working Conditions**

- This is a part time position which may involve working across different shifts
- This is an office based position

### **Physical Requirements**

- Ability to sit for extended periods of time in the course of performing their duties.