

JOB TITLE: Inside Sales Specialist

FLSA Status: *Exempt*

DEPARTMENT: Sales

REPORTS TO: Regional Sales Manager or Sales Support Manager

ELS LOCATION: Lausen, CH; Lyon, FR; Farmingdale, NY

Below are listed the major responsibilities and specific duties of this position.
Further responsibilities and duties may be added to this list as needs arise.

Major Responsibilities:

This position is accountable for meeting revenue objectives within an assigned inside sales territory, as well as developing a strong understanding of the Enzo Life Science product mix and subsequent value proposition for key products targeted into the territory's life science market. This position leverages product knowledge to develop, grow, and maintain relationships with customers in all product market segments. In addition, the Inside Sales Specialist implements a strategic sales plan to create greater awareness for ELS products within focused accounts through diverse telemarketing efforts, growing distributor awareness, scheduling technical seminars, participating in academic vendor shows, and establishing institutional contract discounts, with the goal of generating greater ELS product demand.

Specific Duties:

1. Achieve growth target revenues for assigned ELS accounts and organizations.
2. Proactively identify, maintain, and grow ELS product revenue, primarily within the life sciences market, by direct telemarketing efforts.
3. Gain a strong technical understanding of ELS product content with the goal of cross-selling the ELS product-line.
4. Increase customer satisfaction and improve transaction profitability via cross-selling and up-selling of all ELS products.
5. Determine customer requirements and expectations in order to recommend specific products and solutions.
6. Generate customer quotations for ELS products.
7. Provide pricing and quotations, including custom manufactured products.
8. Contact customers following sales to ensure ongoing customer satisfaction and expand sales potential.
9. Continuously update and employ the CRM (salesforce.com) in all sales-related activities.
10. Fill requests for catalogs, information, and other technical data.
11. Pursue continuous improvements in the use of applicable software programs, data entry, sales reporting, and telephone communication with customers.
12. Participate in tradeshow, customer visits, and customer seminars, as needed.
13. Develop and maintain excellent working relationships and communication with employees across all functions.
14. Assist the technical and sales support team, as needed.
15. Other duties as assigned by supervisor.

REQUIREMENTS:

Education: Bachelor's Degree in a life sciences related field. This is a must and very good German and English knowledge

Experience: At least 3-5 years of inside sales experience, field sales, or related industry experience.

Skills: Superior customer service and oral/written communication skills, including strong negotiation skills. Strong interest in cell biology/drug discovery and various industry platform knowledge. Strong problem-solving and analytical ability, and attention to detail. Proven ability to work in a fast-paced environment, manage time effectively, and adapt quickly to changing priorities. Professional demeanor and ability to handle difficult customers with tact. Basic business math skills. Demonstrated ability to work effectively in a team environment and with a wide range of people. Computer proficiency required.

Travel: Up to 50%

Reviewed and approved by Global HR
5/4/2020

Initials