



Summary

Manages and grows customer base with goal of maximizing sales revenue and profitability

Essential Duties and Responsibilities include the following. Other duties may be assigned from time to time by Management.

- Act in a professional manner as the primary point of contact between company and customer
- Meet or exceed revenue and profitability objectives
- Represent and promote company sales goals
- Travel to meet with customers, attend industry conferences, and elsewhere company is in need of representation
- Prospect, qualify, and “bring in” new customers
- As needed, act as liaison between customer and SIM Quality Department to facilitate communication, development, acceptance, and cooperation of customer requirements and SIM quality system
- Secure requests for quote, work with Production to generate estimates, and present the formal quote to customer
- Disseminate customer supplied information & documents to appropriate personnel
- Act as first line of communication regarding customer requests, questions, and concerns
- Provide Sales Manager with sales reports, history, trending, forecasts, and customer analysis
- Proactively take on additional Sales projects, duties, and opportunities as discovered or requested
- Proactively look for new opportunities for company, acting on and/or communicating such to management

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Professionalism - Presents himself/herself in a professional manner
- Analytical - Synthesizes complex or diverse information
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully, prioritizing according to company goals and requirements

- Interpersonal - Maintains confidentiality; works with both internal and external customers in a professional, courteous, and productive manner
- Oral Communication - Listens and gets clarification; discerns underlying meaning and intent; demonstrates group presentation skills
- Written Communication - Writes clearly and persuasively
- Business Acumen - Understands the business implications of decisions; displays orientation to profitability
- Organizational - Follows policies and procedures; supports organization's goals and values
- Dependability – Demonstrates a “Do What It Takes” work ethic; responds to management direction
- Judgment - Exhibits sound and accurate judgment
- Creativity - Ability to brainstorm ideas and solutions in a variety of arenas including sales opportunities, customer demands, marketing materials, company procedures, etc.
- Quality - Demonstrates accuracy and thoroughness

Education/Experience:

Bachelor’s Degree from four-year institution along with one to three years related experience

Language Ability:

Ability to listen, read, analyze, and interpret communication input from a variety of sources, including but not limited to customers, surgeons, management, general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to communicate persuasively in verbal, written, and body language. Ability to write reports, business correspondence, and procedures. Ability to persuasively present information and Ability to persuasively present information and respond to questions from customers, management, and other internal company personnel.

Math Ability:

Ability to work with mathematical concepts such as arithmetic, statistics, and fundamentals of geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, trending, percent change over time and proportions to practical situations.

Reasoning Ability:

Ability to prioritize opportunities and required actions based upon disparate set of parameters, goals, and instructions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to effectively manage time and other limited resources. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office software and [Accounting] software.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

This position has no supervisory responsibilities

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl.