



## Job Description

**Job Title:** Medical Sales Executive

**Division:** ARC Medical Ltd

**Reports To:** Martin Davies

**Salary:** £20k+Commission

### Summary and Main Purpose:

This position is based in the Head Office on the Treforest Industrial Estate.

Your role will involve building on-going and profitable relationships with new and existing clients.

### Key Accountabilities:

- Lead generation
- Identifying, attracting and onboarding new clients (Account Set-up Documents, CRM, etc)
- Generating new business and revenue
- A proven track record of success in a business to business sales environment
- Respond to and deal with customer enquiries on the telephone and/or in person
- Answer phone enquires in a professional and efficient manner
- Attend to and action a high volume of email leads
- Professionally liaise with senior decision makers
- Provide excellent customer support and maintain good customer relations
- Self-motivate and able to multi-task and work independently or within a team
- Understand the fundamental principles of customer management and the sales cycle
- Attending qualified sales appointments to sell Medical Services
- Accurately prepare quotes in line with company policy
- Assist in the management and maintenance of CRM database
- Assist with invoice issues, chasing up overdue payments and closely monitoring ongoing orders
- Act as an additional contact for customers and clients, who may need assistance with orders, requests and complaints
- Liaise with existing clients regarding their medical requirements
- Prepare and organise paperwork for clients and to track the paperwork and ensure it is completed.
- Chasing outstanding paperwork and ensure it is properly completed
- Complete all required documentation accurately and within agreed timescales to ensure that audit requirements are achieved.
- Review and identify own professional development needs with reference to internal CPD procedures.
- Proficiently use a broad range of ICT.
- To actively engage with events and duties as identified by the line manager.
- To adhere to all quality standards and procedures.
- To uphold and comply with the commitment and culture of ARC's Equal Opportunities policy.
- To maintain a positive attitude in relation to health and safety at all times.
- To promote ARC Group and the services and programmes it delivers.



**The following are Standard responsibilities for all positions within ARC Group:**

- Participate in any staff review/performance management processes involving the identifying and meeting of training needs for self and others.
- Take appropriate responsibility to ensure the health and safety of self and others.
- Pursue the achievement and integration of equal opportunities throughout all activities.
- Undertake any other tasks and responsibilities appropriate to the level of this post.
- Comply with all ARC policies and procedures at all times.
- ARC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share and promote this commitment. ARC therefore follows safe recruitment, selection and vetting procedures. A DBS application at the appropriate level will be required during the recruitment process.

**Equipment Provided:**

Mobile Phone	✓	PC	✓	Laptop	×
SIM card	✓	Company Car	×	Other	×

**Person Specification:**

	Essential	Desirable	Method of assessment
<b>Qualifications:</b>			
To be educated to Level 2 in Literacy and Numeracy (or equivalent)	✓		Application form
Level 2 in Business Administration or Customer Service		✓	Application form
<b>Experience:</b>			
Minimum two years Tele-Sales/Sales	✓		Application form
Minimum two years Customer Service	✓		Application form
Working with a Customer Relationship Manager (CRM) system	✓		Application form
<b>Skills / Knowledge:</b>			
IT skills (MS Office, Outlook, Excel, Word, PowerPoint, CRM, Email & Internet)	✓		Interview
Excellent communication skills	✓		Interview
Service-minded, but analytical approach		✓	Interview
An administrative or sales background	✓		Interview
Ability to prioritise own workload	✓		Interview



	Essential	Desirable	Method of assessment
Good organisational skills and ability to manage several projects at the same time	✓	✓	Interview
Present outstanding Written and Verbal Communication Skills			Interview
<b>Qualities:</b>			
Present self and the organisation professionally to build trust and commitment	✓		Interview
Excellent interpersonal skills	✓		Interview
The need to conform to a business' dress code of appearance, be well-groomed and maintain high standards of personal hygiene.	✓		Interview
Goal orientated and a strong focus to achieve those goals	✓		Interview
Articulate in a way people can understand	✓		Interview
An excellent telephone manner	✓		Interview