Sales Support Coordinator /Inside Sales

Support the Oticon Business Development Managers (BDMs) with outbound contact to clinics, co-ordination of special events and management of client database. Building and maintaining customer relationships as a means of growing current customers and supporting new business opportunities.

This position will be based out of our new North York office.

**Main Duties & Responsibilities**

Acts as a business partner by support the BDMs in providing expertise and direction in all areas of business planning, marketing & business growth and. Some items might include:

Business Development Manager Support

* Handle inbound sales calls when required.
* Support BDM’s when on vacation, out of country or away for other reasons.
* Work with Reps to ensure CRM information is up-to-date and accurate.
* Run BI or CRM reports as requested by BDM’s.
* Work with BDM’s and clients regarding promotional material requirements.
* Assist in onboarding new sales representatives.
* Coordination and implementation of all government tenders.
* Maintain database of competitor product information
* Onboard of new clinics.

Outbound Sales Calls

* Build and maintain customer relationships
* Identify customer service issues, such as; remakes and repair issues, turnaround times
* Make outbound follow-up calls to potential and existing customers
* Log and track all discussions in CRM
* Update Hearing Centre Locator with information from clinic and BDM
* Distribute lead generation to BDM or directly to clinic locations
* Make outbound calls regarding battery sales

Assisting BDMs with special events (i.e. Open House)

* Reaching out to clinics around dates of events and required materials.
* Communicating with clinics/BDMs around status or any issues.
* Travels to and attends trade shows, conventions, sales meetings, when necessary.

**Qualifications**

* Excellent verbal, written, and telephone communication skills and interpersonal skills to interact with customers
* Excellent organizational skills and strong multitasking abilities
* Attention to detail
* Background knowledge of ERP and CRM systems
* Strong knowledge of Microsoft office applications, specifically Excel, Word and Access
* 3+ years of customer service experience or support preferred
* Experience in the hearing industry an asset
* Bilingualism is an asset (English/French)
* A related post-secondary degree is an asset

Submit resumes to careers@oticon.ca!

*Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired*.