

	Department	200 Sales
	Job Title	Inside Sales Representative
	Document ID:	200-0005-r100331 Inside Sales.docx
	Document Date:	2010.4.02:15:49

<b>JOB TITLE</b>		<b>EFFECTIVE DATE</b>	<b>PERCENT OF TIME</b>
Inside Sales Representative		31 March 2010	100%
<b>DEPARTMENT/DIVISION</b>	<b>SUPERVISOR'S TITLE</b>		<b>WORK LOCATION</b>
200 Sales	Regional Manager		SHP Portland Oregon Office
<b>SUPERVISION/DIRECTION RECEIVED</b>			
	<b>Close Supervision</b>		<b>Supervision</b>
<b>X</b>	<b>Direction</b>		<b>General Direction</b>
			<b>General Supervision</b>
			<b>Other</b>
<b>MANAGEMENT LEVEL</b>			
	<b>Supervisory</b>		<b>Non-Supervisory</b>
			<b>X Not Applicable</b>

<b>GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES</b>
<p>Under supervision of the Regional Manager, the Inside Sales Representative plays a critical role in driving new revenue through customer growth, selling SHP products and services by qualifying leads and generating sales opportunities. Responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Contact leads and update the company's contact management system</li> <li>• Prepare simple sales quotes, proposals, contracts and contract amendments using templates</li> <li>• Up-sell products and services into existing customer</li> <li>• Attend trade shows and travel when required</li> <li>• Keep accurate and timely records in the company's contact management system</li> <li>• Field telephone sales inquiries</li> <li>• Respond in a professional manner to written customer inquiries</li> </ul>

<b>BACKGROUND AND SKILLS REQUIREMENTS:</b>			
<b>Education (Check Minimum level)</b>	<b>Experience</b>		<b>Computer Skills</b>
	<input checked="" type="checkbox"/>	Healthcare Industry	<input checked="" type="checkbox"/> PC (Windows Based)
	<input checked="" type="checkbox"/>	Trade Shows	<input checked="" type="checkbox"/> MS Word
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Conferences	<input checked="" type="checkbox"/> MS Excel
	<input checked="" type="checkbox"/>	Public Speaking	<input checked="" type="checkbox"/> MS PowerPoint
	<input checked="" type="checkbox"/>	Presentation Skills	<input checked="" type="checkbox"/> MS Access
<b>Technology Skills</b>		Knowledge of Relational Data Base Structure	<input checked="" type="checkbox"/> Microsoft Dynamics CRM
	<input checked="" type="checkbox"/>	Cold Calling	Microsoft SQL Server 2005 & 2008
	<input checked="" type="checkbox"/>	GoTo Meeting	Ms Project
	<input checked="" type="checkbox"/>	Teleconferencing	MS Visio
	<input checked="" type="checkbox"/>	Webinars	Dreamweaver
			Sharepoint
			Adobe Acrobat Professional
			SQL Server Queries
			Adobe CS4 Design Suite



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**SPECIAL CONDITIONS OF EMPLOYMENT (Licenses, certificates, credentials, altered work schedules, furloughs, travel, etc.)**

Knowledge, Skills, Abilities, and Experience:

- Experience in the healthcare field. Familiar with field's concepts, practices, and procedures.
- Minimum of 2 years in sales
- Self-directed; problem-solving capabilities; requiring minimal management
- Ability to interact in an enthusiastic, positive manner with prospects, customers, contractors, co-workers and supervisors at all times.
- Ability to work in a fast-paced environment with minimal supervision
- Excellent written and oral communication skills; ability to communicate successfully across a wide variety of communication styles.
- Ability to organize, manage and prioritize multiple tasks and meet specified goals.
- Proficient in email, contact management software, and basic technology and vernacular.
- Ability to maintain confidentiality and comply with HIPAA regulations.
- Experience with Microsoft Office Suite

ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
80	Daily	Inside Sales Representative Develops new prospects and interacts with existing customers primarily by phone to increase sales of organization's products and/or services. Provides support to customers over the phone.
20	Daily	Inside Technical Sales Develops, solicits and closes new accounts, generates sales quotations, and handles customer inquiries. Must have the ability to sell using the internet (GoTo Meeting) and through telephone conference calls.

NON-ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY (d,w,m,q,y)	NON-ESSENTIAL DUTIES
		None

**REQUIREMENTS:**  
"F" for frequently; "O" for occasionally; "N" for not at all.

PHYSICAL		Must carry/lift loads of:		ENVIRONMENTAL		
	On the job the employee must:	X	Light (up to 25lbs.)	On the job the employee:		
X	Bend		Moderate (25-50lbs.)		Is exposed to excessive noise	
X	Sit		Heavy (over 50lbs.)		Is around moving machinery	
X	Kneel/Squat				Is exposed to marked changes in temperature and/or humidity	
X	Stand	MENTAL				
X	Walk		On the job the employee must be able to:		Is exposed to dust, fumes, gases, radiation, microwave (circle)	
	Crawl					
X	Climb Stairs, Steps	X	Read/comprehend			
X	Push/Pull	X	Write			
X	Handle objects (manual dexterity)	X	Perform calculations		Drives motorized equipment	
		X	Communicate orally	X		Works in confined quarters and is subjected to typical office noise
X	Reach above shoulder level	X	Reason and analyze			
X	Use fine finger movements					
	Other:		Other		Other	