



INSIDE SALES REPRESENTATIVE, SPECIAL MARKETS

<u>JOB TYPE:</u>	Full-Time
<u>SALARY RANGE:</u>	\$25.00 - \$26.00 per hour
<u>FLSA:</u>	Non-Exempt
<u>DEPARTMENT:</u>	Sales
<u>LOCATION:</u>	VITA North America Headquarters – Yorba Linda, California

Reasonable accommodations may be made to enable individuals with protected disabilities to perform the essential functions of this position.

POSITION SUMMARY

Under the direction of the Director of Sales, and within corporate guidelines, the **Inside Sales Representative for Special Markets** will focus on Government and School Sales. This position will work with the Director of Sales to develop and implement processes to increase sales with existing accounts, as well as create new sales with new accounts with US government institutions (Veterans Administration, US Military and Health and Human Services Agency, Schools, and Universities Sales, etc.) accounts.

RESPONSIBILITIES

- Assure Vita North America is in compliance with all requirements and regulations regarding the sales and service of products to the US Government and Educational institutions, and to serve as the subject matter expert with Vita North America regarding concepts, practices and procedures of US Government and School Sales. (Set up and maintain the Vita Product line on all relevant Government Purchasing websites, as well as School and University formularies, actively monitor and execute sales on the Government Bids, create and maintain relations with your counterparts with key Government and School institutions).
- Assisting in the management of an assigned Territory (Special Markets), with the goal of meeting or exceeding monthly/quarterly/yearly sales quota through customer contact via phone and email, promoting and executing in-office educational programs as well as organizing outside educational events.
- Constant analysis of Territory focusing on: key customer relations, retention, customer loss vs new customers, customer product usage gaps vs opportunities, overall territory growth.
- Effective partnership with assigned External Territory Representative, working as a team for the overall growth of federal, state, and local government and School Sales.
- Maintain and grow customer sales / relations, by maintaining an active call cycle of a required number of customer contacts per week, phone, and email contacts, with appropriate focus on active, inactive, and new customers. (25 calls per day base).
- Assess each customer's capability, focus, and opportunity as it applies to the VITA product portfolio, creating and following up on leads, to convert to opportunities and ultimately to customers.
- Maintain customer account information, and opportunities, via daily updates with the assigned CRM (Badger) system, and Opportunity Funnel (Smartsheet).

-
- Basic SAP understanding and usage for ability to check status of orders, shipments, and occasional order entry.

CUSTOMER SERVICE RESPONSIBILITIES

- Receives and enters orders into SAP System, received by phone, fax, email and mail.
- Communicates with customers via phone and email regarding product info, pricing, delivery, complaints, and returns.
- Complies with assigned prioritized daily tasks and responsibilities regarding: Government/University orders, customer orders, free goods, returns.
- Complies with VITA North America policies and processes: Complaint Handling process, Error rate standard, Product Returns, and Credit approval process.
- Maintain and grow customer sales / relations, by maintaining an active call cycle of a required number of customer contacts per week, phone and email contacts, with appropriate focus on active, inactive and new customers.

REPORTING RESPONSIBILITIES

- Understanding and usage of Sales Reports to determine product needs for both inactive and active accounts based on prior year sales history and year-over-year (YOY) monthly sales reports.
- Understanding and usage of Sales Tools, such as daily use and maintenance of BADGER (CRM system, regarding customer contact info, activities), and Smartsheet (opportunity pipeline).

QUALIFICATIONS AND SKILLS REQUIRED

- Minimum of 1–3 years sales experience with bachelor’s degree preferred.
- You must possess a clear understanding of government regulation and purchasing practices that impact operations and oversight to government operations.
- Excellent verbal, written, and communications skills.
- Must be results-oriented, assertive, and a self-starter who thrives in goal-oriented sales environment.
- Must be able to manage time effectively, while maintaining and growing business relationships.
- The job requires knowledge of basic math and percentages to write price quotes, total orders, and apply discounts.
- Possess a working knowledge of MS Office Suite (Word, Excel, Outlook and PPT), CRM, and ERP applications.
- Familiarity with FDA 21 CFR, Part 820, Quality System Regulation.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, this position regularly requires sitting when working at the desk; use of hands to finger, handle, or feel objects when working with computers. Reach with hand or arms and talk or hear. This position occasionally requires standing or walking, stooping, kneeling, crouching; occasional lifting and/or moving up to 10 pounds of product or equipment. Mental alertness and specific vision abilities required to read dental literature, price books, product literature, catalogs, and product reports; ability to concentrate, understand and explain product to customers over the telephone; adjust focus between documents, reports, equipment, and groups of people. This position works in a normal office environment, in a cubicle, where the noise level is usually quiet.

OTHER REQUIREMENTS

Occasional travel up to 10% may be necessary which may include weekends to support industry shows and educational courses.

VITA North America is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.