

Sales Support Specialist job description

The Sales Support Specialist is responsible for working closely with the Sales Executive/Sales team to manage sales training platform, manage personnel background clearance, generate and process new sales leads at all levels (physician office through hospitals, independent labs and government), answer phone calls from customers, solves sales related problems as they arise and inputs sales information into sales CRM and creates easily readable format for sales analytics.

Responsibilities

- Ensure quality of sales candidates by performing background checks
- Ensure sales representative maintains required training
- Help troubleshoot problems with customer orders, customer accounts and other related issues
- Provide the sales team with data reports and sales guides
- Monitor sales performance through sales tracking tools and report progress to sales representatives
- Identify and keep up with sales trends
- Work with Sales Executives to create and implement targeted sales strategies
- Keep up with new product sales launches and make sure the sales team is up to date
- Provide customer service by staying on top of pending orders and customer requests
- Identify where improvement is needed in sales practices and make suggestions for improvements

Minimum Preferred Profile

- Bachelor's degree in Business, Marketing or related field is preferred.
- **1-3+ years of clinical laboratory experience**
- Proficient in computer software systems including MS Office, CRM platforms. HubSpot working knowledge is preferred.
- Working knowledge of customer relationship management software and data analysis
- Excellent motivational skills and works well with a team but also able to work alone
- Strong communication and interpersonal skills and dedication to customer satisfaction
- Excellent time management and organizational skills and the ability to multitask and prioritize
- Knowledge of sales practices and the most efficient customer service techniques
- Ability to interpret sales metrics and perform data entry
- Ability to pay strong attention to detail

Salary and Benefits

- Competitive salary commensurate with education and experience
- Full benefits

About Us

Quadrant Biosciences is a life science company developing functional assessments and molecular diagnostic solutions for large-scale health issues. The company has entered into collaborative research relationships with a number of institutions including SUNY Upstate Medical University and Penn State University to explore and develop novel biomarker technologies with a focus on Autism Spectrum Disorder, concussion, and Parkinson's disease. Recently, it has leveraged its expertise in RNA analysis to address the Covid-19 pandemic. Quadrant participates in the Start-up NY program, a New York State economic development program. For more information about Quadrant, please visit www.quadrantbiosciences.com.

It is the policy of Quadrant Biosciences to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Quadrant Biosciences will provide reasonable accommodations for qualified individuals with disabilities.

Quadrant Biosciences | 315-614-2325 | QuadrantBiosciences.com/careers