

Customer Account Manager

Classification: Exempt Full-Time (40hrs.)

Salary + Commission

Reports to: Customer Service and Technical Support Manager

JOB DESCRIPTION:

As a representative of Solmetex, you will be part of the telesales calling team responsible for selling our products and services over the phone. In addition to telesales, this position will also be required to processing orders through distribution, and provide a variety of customer service activities to both dealers and doctors.

Responsibilities

1. Direct contact with established customers via phone, fax and email.
2. Close sales over the phone and meet monthly sales goal in accordance with development plan.
3. Make high volume of outgoing calls utilizing databases and resources.
4. Conduct product presentations over the phone, answer any feature or benefit questions using all necessary means (verbally, email or fax if necessary).
5. Proficient in product knowledge and general regulations to offer technical support and assistance to both dealer and dental clinicians.
6. Process order acknowledgments through appropriate dealer
7. Work with ISR team to facilitate leads and follow-ups
8. Produce weekly activity reports

Qualifications

1. Computer Skills- (MS Office Word, Outlook, and Excel)
2. Experience working with a CRM system.
3. Strong communication and telephone skills
4. Sales and goal oriented
5. Ability to work individually and as part of a team

Benefits

1. Competitive salary and commission structure
2. Medical benefits
3. 401K
4. Paid vacation