



Sales Generalist

Reports to Manager of Consumer and SLP Sales

Major Objectives, Responsibilities and Tactics:

The Sales Generalist is responsible for supporting the Sales Team in daily activities.

Essential Duties & Responsibilities:

- Establishing and maintaining contact with customers through informal reach outs and scheduling consultations
- Assisting Clinical Consultants (CCs) and customers during trials with basic tech procedures
- Conduct new SLP device training sessions
- Assist CCs with non-clinical calls, recalling and assigning equipment, ordering accessories/equipment, and other assigned duties
- Assist customers in Consumer Channel
- Serve as a back-up to other support personnel

Other Duties & Responsibilities:

- Maintain company standards for CRM procedures
- Assist other members of the sales team as indicated
- Collect and report on key metrics within the Sales Team

Skills & Competencies:

- Understand what it means to deliver a superior customer experience
- Strong phone skills
- Always maintain a calm and professional demeanor when dealing customers
- The ability to identify the needs of customers and offer meaningful and timely information in response
- Proactively report trends and customer feedback, and recommend/implement creative solutions
- Strong communication skills with both external customers and internal departments
- Workload flexibility, open to change, and the ability to prioritize tasks
- Ability to adjust to the needs of people with disabilities

Education & Certifications:

- Bachelors/Associate Degree, or some college coursework helpful, but not required

Required Experience:

- 1-3 years of customer service or related experience working directly customers on the phone

Preferred Experience:

- Proficiency with HubSpot, Microsoft Excel/Word, Zoom

Location

- Open to local (Princeton, NJ) and remote applicants