



Echo Healthcare

INNOVATION SIMULATION EDUCATION

Job Title: Inside Sales Manager

Department: Sales

Location: Sarasota, FL

Position Type: Full Time, Exempt

About the Role: Echo Healthcare is searching for an Inside Sales Manager to join our current Business Development team for all our product lines and oversee a team of five (5) or more Inside Sales Representatives. This is a full-time position located at our corporate headquarters in Sarasota, FL.

Responsibilities: Provide specialized account sales support representing Echo Healthcare's product portfolio and oversee a team of five (5) or more Inside Sales Representatives.

- Accomplishes department objectives by managing staff; planning and evaluating department activities.
- Maintains staff by recruiting, selecting, orienting, and training employees.
- Accomplishes staff results by communicating job expectations, planning, monitoring, and appraising job results.
- Coaches, counsels, and disciplines employees.
- Develops, coordinates, and enforces systems, policies, procedures, and productivity standards.
- Establishes strategic goals by gathering pertinent business, financial, service, and operations information.
- Defines objectives, identifies, and evaluates trends and options, chooses a course of action, and evaluates outcomes.
- Maintain complete and accurate data within CRM, train and enforce staff to be compliant with CRM policies and procedures.
- Maintains quality service by enforcing quality and customer service standards, analyzing, and resolving quality and customer service problems, and recommending system improvements.
- Develop strong relationships with customers and identify new business opportunities among new and existing clients, after-sales support.
- Drive sales for the MeLiSA program and increase client repeat business on the product side.
- Participate in creating sales and marketing strategies and campaigns for the assigned territories.
- Complete, in a timely manner, all reports including sales reports, expense reports and customer database reports.
- Participate in trade shows and customer demonstrations as necessary, organize regional demonstration days/company hosted events.
- Enhance organization reputation by accepting ownership for accomplishing new and different requests: exploring opportunities to add value to job accomplishments.
- Responsible for keeping current clients satisfied and delivering exceptional client service on an ongoing basis.
- Monitor and analyze customer usage of product/services.
- Other duties and responsibilities as assigned.

Manager Qualifications/Skills:

- Performance management

- Project management
- Coaching
- Supervision
- Quality management
- Results driven
- Developing standards
- Foster teamwork

Candidate Requirements:

- Experience in a sales or customer service environment
- Strong communication and rapport building skills
- Ability to prioritize, organize, and manage time effectively
- Proficient with technology and various types of programs and CRM
- Excellent oral and written communication skills
- Bachelor's Degree in business administration or management a plus, or equivalent combination of years of experience

Salary/Benefits:

- Medical, dental and vision available
- Paid time off and sick leave
- Salary range \$75k - \$85k annually, plus incentive