

Sales and Clinical Support Specialist at Corporate Staffing

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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Corporate Staffing Services is a leading recruitment agency in Kenya providing complete recruitment services. In the last ten years we have been partners to local and foreign businesses looking to hire Kenyan professionals. We have recruited for diverse clients in different sectors and industries.

Key Responsibilities

Sales:

Identify potential customers and generate new leads: The Sales Executive and Clinical Support Specialist will be responsible for researching and identifying potential customers in the healthcare industry. They will also be expected to generate new leads through various channels, such as cold calling, email campaigns, and referrals.

Develop and maintain strong relationships with customers: The Sales Executive and Clinical Support Specialist will be responsible for building and maintaining strong relationships with customers to ensure their satisfaction with the products and services provided by the company.

Achieve sales targets set by the company: The Sales Executive and Clinical Support Specialist will be responsible for achieving the sales targets set by the company. They will be expected to monitor their progress and adjust their strategies accordingly to meet or exceed their targets.

Keep up-to-date with industry trends and competitor activities: The Sales Executive and Clinical Support Specialist will be expected to stay up-to-date with industry trends and competitor activities. They will be required to analyze market trends and competitor strategies to develop effective sales strategies.

Prepare and deliver sales presentations to prospective customers: The Sales Executive and Clinical Support Specialist will be responsible for preparing and delivering sales presentations to prospective customers. They will be expected to highlight the features and benefits of the company's products and services to potential customers.

Negotiate contracts and pricing with customers: The Sales Executive and Clinical Support Specialist will be responsible for negotiating contracts and pricing with customers. They will be expected to work with the Sales Manager to develop pricing strategies that are competitive and profitable for the company.

Clinical Support:

Provide clinical support to customers: The Sales Executive and Clinical Support Specialist will be responsible for providing clinical support to customers. They will be expected to answer questions related to the use of the company's products and services.

Conduct product training for customers: The Sales Executive and Clinical Support Specialist will be responsible for conducting product training for customers. They will be expected to work closely with the clinical team to develop training materials and schedules.

Assist with the installation and maintenance of equipment: The Sales Executive and Clinical Support Specialist will be responsible for assisting with the installation and maintenance of equipment. They will be expected to work closely with the technical team to ensure that equipment is installed and maintained properly.

Troubleshoot technical issues: The Sales Executive and Clinical Support Specialist will be responsible for troubleshooting technical issues related to the company's products and services. They will be expected to work closely with the technical team to resolve issues in a timely and efficient manner.

Provide product feedback to the company: The Sales Executive and Clinical Support Specialist will be responsible for providing product feedback to the company. They will be

expected to work closely with the clinical team to identify areas for improvement and provide feedback to the product development team.

Key Qualifications

Must have a Bachelor's degree/Diploma in a relevant field such as Nursing or Medical Technology.

Minimum of 5 years of experience in Medical Sales or Clinical Support: Experience in renal sales as an added advantage.

Strong communication, interpersonal, and presentation skills: The Sales Executive and Clinical Support Specialist must have excellent communication, interpersonal, and presentation skills.

Excellent problem-solving and analytical.

Sales and Marketing: The ability to create and execute effective sales strategies, build and maintain relationships with customers, and negotiate deals.

Clinical Knowledge: A solid understanding of medical supplies and equipment, as well as clinical procedures and practices. The ability to provide clinical support to customers, conduct product training, and troubleshoot technical issues.

Product Knowledge: In-depth knowledge of the company's products and services, including the features and benefits of each product and how they compare to competitors' products.

Customer Service: A customer-centric approach to providing outstanding service to customers. This includes being responsive to customer needs, anticipating their requirements, and going the extra mile to ensure their satisfaction.

Communication: Excellent verbal and written communication skills to convey information clearly and concisely, listen actively to others, and build rapport with customers.

Problem-Solving: The ability to analyze complex data, identify patterns and trends, and use this information to develop effective sales and marketing strategies. The ability to solve problems quickly and efficiently, often in high-pressure situations.

Organization and Time-management: Highly organized and able to manage multiple

tasks simultaneously. The ability to prioritize tasks, meet deadlines, and manage time effectively.

Technical Skills: Proficiency with computer software, CRM systems, and other technology relevant to the role.

Teamwork: The ability to collaborate effectively with colleagues across departments and functions.

Adaptability: The ability to adapt to changing circumstances and be flexible in approach. The ability to think on their feet, be open to new ideas, and adjust strategies as needed.

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