

Position:	Sales Specialist	Supervises:
Reports To:	Director of Marketing	n/a
Employment Status:	Regular, Full Time	
FLSA Classification:	Non-exempt, hourly	
Pay Range:	TBD	

Position Summary:

As a key member of the marketing and sales team, the Sales Specialist is responsible for updating the product catalog and price list, qualifying and responding to inbound inquiries from customers and prospects to help grow Sonic Concepts' revenue while helping ensure customer satisfaction. The *Sales Specialist* works closely with others at Sonic Concepts to meet the needs and expectations of prospects, and customers.

Responsibilities and duties:

- Helps grow Sonic Concepts' annual revenue by qualifying, quoting, and closing inbound business
 - Responds proactively to potential customers, preparing and issuing quotes, establishing and maintaining relationships and communication throughout the entire sales cycle
 - Identifies and develops new opportunities with assigned clients, from initial contact through to close
 - Presents Sonic Concepts' technical features and benefits as they relate to solving prospective customers' problems and/or fulfilling their requirements
 - Follows up with customers who have not issued a purchase order to close quotes, and prepares order confirmations upon receipt of customer purchase order
 - Provides after-market follow up with customers after orders have been delivered, gathers feedback on the products and service provided
 - Acts as a liaison by proactively informing internal teams of upcoming projects and related timelines and conveys updates to customers
 - Monitors the Fed Biz Ops website for federal contract opportunities
 - Manages technical aspects of key marketing systems (marketing automation, CRM) used for customer communication and lead cultivation. Ensures current contact information exists for all customers and quotation information, products purchased, and pricing is accurate
 - Updates the product catalog, product data sheets and price list, both in print and online
 - Attends conferences and symposia as company representative in exhibit booths in person, and represents the company virtually as needed
 - Organizes internal and external meetings and events as needed
 - Performs administrative duties for the marketing and sales department, and other general marketing and sales duties as assigned
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- This position is based in the Bothell, WA office and may be appropriate for partial telecommuting, subject to manager's approval
 - This position requires weekday (Monday - Friday) attendance with some scheduling flexibility available around core working hours. Some overtime may be required to support special events and projects on weekends on a limited and seasonal basis
 - Occasional travel may be required

Education and experience:

- Bachelor's Degree or equivalent work experience required
- 2+ years of experience working on administrative projects or in sales in a business environment required
- Experience working for a business-to-business or medical technology company preferred
- Knowledge of medical, clinical, academic research environments a plus
- Experience working with global companies a plus
- Ability to speak multiple languages a plus

Knowledge, skills, and capabilities:

- Self-starter, able to quickly develop a level of technical product knowledge and an understanding of the industry
- Talent for working well with and collaborating with highly technical people
- Exceptional communication, organizational and project management skills
- Accurate and complete information gathering and documentation skill
- Strong attention to detail, with the ability to manage and complete multiple projects in a fast-paced, deadline-driven environment on time critical
- Ability to work collaboratively as part of a small team to deliver outstanding results and execute project plans (including contingency plans), within short timeframes vital
- Effectively utilize phone, email, events, and outbound marketing campaigns for direct prospect and client communication
- Proficiency with Microsoft Office Suite products required
- Experience working with HubSpot, Zoho, or similar CRM products needed

Physical, Mental and Visual Demands

- Lifting, carrying, reaching 15 lbs. and less – frequently; over 15 lbs. –seldom
- Sitting, standing, seeing, walking, hearing – frequently
- Continuous mental and/or visual attention; the work involves performing complex tasks to very close accuracy and continual work using a computer