

## JOB DESCRIPTION

Job Title	Department/Division	Date Written
Inside Sales Manager	Sales Operations	Updated 5.31.17
Hiring Manager Name	Manager Title	FLSA Status
Josephine Gargiulo	Regional Sales Director	Exempt <input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/>
Position Purpose or Objective		
<p>The primary responsibility of the Inside Sales Manager is to oversee and support our inside sales representatives team. The Inside Sales Manager will monitor sales metrics and manage the entire sales administration process. He / she will lead and motivate the sales team to achieve specific goals. He / she will develop and manage a designated territory with the goal of maximizing sales and providing exceptional customer service for Fidia's portfolio of products. This role is complementary to the sales force.</p> <p>The successful candidate will work synergistically with the existing sales force and be responsible for building the business within a given territory targeting physicians, hospitals, VA and ambulatory care centers/private clinics, corporate owned clinics, specialty pharmacy in the Orthopedic, Rheumatology and Sports Medicine community by performing the following duties. This job is a hybrid role and requires some travel / outside sales.</p>		
Major Areas of Responsibility		
<ul style="list-style-type: none"> <li>• Managing two inside sales representatives team ( 1 located in Parsippany and one remote in the West coast)</li> <li>• Setting and tracking sales targets for the team (setting goals, monitor activities, provide reports and updates etc.)</li> <li>• Report on sales metrics and suggest improvements</li> <li>• Suggest and implement customer service solutions, review accounts and agreements</li> <li>• Responsible for overall telephone sales transactional activities for Fidia's product portfolio within their assigned territory</li> <li>• To meet or exceed product sales target and revenue growth for the assigned territory</li> </ul>		
Specific Job Responsibilities		
<p><b>Overall Inside Sales Management:</b></p> <ul style="list-style-type: none"> <li>• Required to cover telesales territories, territories that are vacant, and territories that have representatives on leave of absence</li> <li>• Core sales activities to include: cold calling, prospecting, market research, building relationships, networking, lead generation and lead follow-up</li> <li>• Reports to Sales Operations and be aligned to a territory that resides in one of 2 time</li> </ul>		

zones – Eastern/Central and Central/Mountain/West

- Serve as an Account Manager to ensure the highest quality of delivery to Fidia’s clients. Responsibilities include: qualifying orders, client follow-up, and conducting client QC calls
- Secure and grow existing buy and bill accounts to meet business goals while developing a pipeline of new accounts to build the business
- Knowledge of J code reimbursement issues related to product(s) and offers effective solutions and suggestions to providers
- Create customer relationships, establish and maintain product market leadership and achieves long and short term sales objectives by providing solutions
- Achieve daily sales call activity/client deliverables by gaining access to decision
- Develop solutions within the company framework that meet these needs
- Review sales data and determine where there may be new opportunities to increase business
- Demonstrate Fidia key attributes
- Possess advanced knowledge and understanding of healthcare industry, all assigned products, disease states, treatment regimens and competitor products, therapeutic and institutional trends
- Provide assistance to accounts in placing orders and/or sending marketing materials to their offices to help boost sales
- Utilize the CRM/SFA tool to enter call activity and customer information and create and manage sales pipeline reports for your assigned territory

#### Required Knowledge, Skills and Abilities

- Strong analytical and organizational skills
- Hands on experience with CRM software and MS Excel
- Ability to facilitate resolution of client issues
- Must be able to collaborate well in a team environment
- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy
- Excellent interpersonal skills and ability to establish and maintain effective working relationships with both internal and external stakeholders
- Experience developing and creating formal presentations; advanced presentation skills, advanced computer skills
- Excellent verbal and written communication skills
- Self-directed able to take initiative, contribute new ideas and gain new business

#### Education and Experience

- 4+ years of Inside Sales experience and prior management skills (Inside Sales Management experience preferred)
- BA/BS degree is preferred
- In- depth understanding of the sales administration process
- At least 4 years inside sales experience, preferably in the Life Sciences Industry

(Medical Device, Biotech, Pharma)

#### Physical Demands

- While performing the duties of the job the employee is required to routinely use a computer and telephone
- Must have valid driver's license, be able to drive for extended periods in company provided midsize sedan and to lift product promotional material cases weighing between 10 and 20 lbs

#### Work Environment

- Office environment and outside travel is required for this position.
- The noise level in the work environment is usually moderate.
- Must be willing to travel over a relatively large geography which will include daily and overnight travel up to 40%.

Fidia Pharma USA Inc. is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.