Inside Sales Team Manager

System ID: 6921
Category: Field Support
Employment Type: Regular Full-Time

Company Name: Waters Division
Job Locations: UK-Elstree
Job Location: United Kingdom

More information about this job:

Company Description:
For over 50 years, Waters Corporation has developed innovative analytical science solutions to support customer discoveries, operations, performance, and regulatory compliance. Specifically, the company designs, manufactures, sells, and services high performance liquid chromatography, ultra performance liquid chromatography, and mass spectrometry technology systems and support products primarily in the United States, Europe, Japan, and Asia. Our innovations enable significant advancements within the pharmaceutical, life science, biochemical, industrial, food safety, environmental, academic and government industries. Waters is a publicly traded corporation (NYSE: WAT) with more than 6,500 employees and is represented in more than 100 countries around the world.

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Overview:
The Inside Sales Manager is responsible for direct oversight of the Inside Sales Team, representing Waters consumables, service and instrumentation businesses. The manager is responsible for achieving sales growth objectives in UK & Ireland through coaching, initiative development and execution. The manager will work with the Northern Regional Consumables operations as well as Regional Sales Management to ensure the Inside Sales team members are operating at peak efficiency and in line with UK & Ireland strategic objectives.

Responsibilities:
- Direct oversight of up to 3 direct reports responsible for revenue achievement and inbound opportunity handling in UK & Ireland.
- Development of proactive, outbound selling initiatives aimed at taking competitive market share, promoting new products and growing business in existing accounts. Details include target selection, promotional strategy, ROI mechanics, product positioning / messaging and post initiative reporting.
- Development of Instrument sales, which would include inbound opportunity qualification and proactive, outbound opportunity generation.
- Deliver ongoing feedback to team members on all aspects of the sales process, including customer engagement, outreach volume and methodology, qualification processes, product positioning, customising solutions to meet customer needs, negotiation and closing strategies.
- Reporting on summarized team activities and metrics, utilizing CRM and a daily GEMBA board. These should include customer connectivity levels through all means (phone, email, Social Media, Click-to-Chat etc…). Coach all team members to extend and expand their customer connectivity.
- Leverage internal and third party tools to maximize selling efforts (i.e. Unified Communication Platform, Revenue Analysis Software, CRM, SAP, etc…).

Qualifications:
- Bachelor’s Degree in Chemistry, Biology or related Life Science field of study. Chemistry or Biochemistry Degrees strongly preferred. Advanced Degree in Life Sciences or Business a plus.
- Recent years professional / technical selling experience, direct management experience preferred.
- Demonstrated ability to understand, distill and reinforce product messaging and business process details to colleagues and subordinates.
• Strong understanding of chemistries, reagents and consumables as they pertain to LC/MS instrumentation
• Effective managerial and coaching skills applicable across a team with varying levels of selling and professional experience.
• Understanding of CRM database utility in order to facilitate customer contact, ROI of sales campaigns and territory forecasting.
• Candidate must have exceptional written, verbal and organizational skills including knowledge of Microsoft applications (Word, Excel, PPT). Regular, group presentations will be expected
• Position involves multiple concurrent initiatives across multiple product centers.

#LI-ZW1

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