



**Job Title: Inside Sales/Customer Service Representative**

**Reports to:** Director, Customer Support

**Summary:** You will work closely with the field Sales Team and Marketing to convert leads into sales opportunities. You will also handle basic inbound/outbound phone calls as part of the Customer Service team, and follow up with customers on their orders.

**Minimum Qualifications and Experience:**

High energy, tenacity and drive to succeed in a sales environment

BA/BS degree

4-5 years inside sales experience in a medical setting

Extra credit for Customer Service/Technical Support experience

Must have the ability to work independently with minimal supervision managing multiple changing priorities in a fast-paced, exciting office (we're a startup!)

Excellent computer skills including Microsoft Word, Excel, Outlook (or other email software) and customer contact database are required

Adherence with FDA Medical Device Regulations, including 21 Code of Federal Regulations Part 820, Quality System Regulation for Medical Devices

**Duties and Job Responsibilities:**

Work with field sales to develop targeted calling lists based on geography, medical specialty, trade show attendance, marketing campaigns, etc.

Uncover new opportunities through proactive calling to specified, potential customers (cold-calling).

Receive/place phone calls as part of the Customer Service team, including daily follow up on orders in progress.

Handle basic technical product questions (from a script), and identify appropriate personnel for follow-up when necessary.

Send out customer letters and literature to potential customers as requested, via FAX, email and direct mail.

Update the Salesforce database with daily call activity.

Ability and willingness to act in accordance with regulatory compliance requirements, including but not limited to Pathwork's quality system requirements.

**Location:** Redwood City, CA

