



ELPRO is a global Swiss manufacturer of innovative solutions for monitoring critical climate data in various supply chain processes serving the pharmaceutical, life science, healthcare and logistics industries. ELPRO employs 200 employees worldwide and owns subsidiaries in Switzerland, Germany, UK, Benelux, USA, Singapore and Hungary. To support our American team, we have an immediate need to fill the following position:

Sales Manager, Full-time – USA

Job responsibilities

- > Liaise between the online sales team, customer success, field sales, project management, and marketing to support all parties and stream-line the internal sales process
- > Ensure customer orders are accurate and invoiced timely
- > Balance workload across inside teams
- > Work closely with VP sales, project management and finance department heads for accurate product forecasting
- > Provide guidance to online sales team when prospecting online sales leads, upselling and cross selling
- > Adhere and enforce offer review and discounting policies
- > Establish departmental KPIs and reports
- > Work collaboratively with production, laboratory and service departments to ensure customer needs are met for all product lines
- > Ensure departmental employees are properly trained for their skill set and job description.
- > Conduct annual reviews, suggest methods for growth and improvement
- > Manage time and attendance ensuring employees adhere to policies
- > Conduct disciplinary action as warranted if policies are not followed
- > Foster a team environment
- > Delegate and empower team by cross-training and providing backups during times of increase volume, short-staffing and/or PTO
- > Design and execute training program for new online sales & customer success employees
- > Provide support to inside sales customer service, and field sales
- > Provide leadership and mentorship for inside sales and customer service team members.
- > Ensures all internal sales operations are functioning at a high level
- > Approve pricing discounts per offer policy
- > Approve time off
- > Approve customer travel up to \$1,000

Preferred background

- > Technical, sales, and customer service background
- > ERP/CRM, Forecasting
- > Experience in sales, effective communicator (verbal and in writing)
- > Experience with operating computers
- > Experience with Microsoft Suite and Windows Office
- > English language skills (spoken and written)
- > Knowledge of the pharmaceutical industry is an advantage

Your personality

- > Team player
- > Open minded
- > Positive mental attitude
- > Willing to learn

We offer

- > Helpful and motivated colleagues
- > Friendly working atmosphere
- > Structured onboarding program
- > Independent and accountable work environment

TO APPLY CONTACT:

Ed Difilippo, Vice President Sales & Marketing, North America
Ed.Difilippo@elpro.com, T +1 740 568 9900

ELPRO Services, Inc.
2335 State Route 821
Marietta, OH 45750 USA