



Title: Sales Development Representative / Medical Background
Location: Addis Ababa, Ethiopia
Job Type: Full time – 40 hrs./wk.

Responsibilities:

- Efficiently handle inbound calls from patients seeking appointments at the clinic.
- Conduct outbound calls to notify patients about any schedule changes or remind them about upcoming appointments.
- Cold call using a provided phone directory to sell products or services, when necessary.
- Follow up on warm leads (potential clients) to convert them into appointments or sales.
- Utilize scripts to provide information about products or services, their features, prices, and benefits.
- Evaluate and suggest modifications to sales scripts for improved effectiveness.
- Deal with complaints or doubts effectively to maintain the company's reputation.
- Keep detailed records of calls, appointments scheduled, and any relevant information.
- Utilize Salesforce, cold calling, and email to generate new sales opportunities, in addition to appointment scheduling tasks.
- Identify prospects' needs and suggest appropriate products or services, aligning with clinic offerings.
- Build long-term relationships with prospects to qualify leads as sales opportunities.
- Proactively seek new business opportunities in the market to expand the clinic's client base.
- Set up meetings or calls between prospective customers and sales executives.
- Report to the sales manager with weekly, monthly, and quarterly results on products or services.

Skills and Qualifications::

- Excellent communication, interpersonal, and organizational skills (Fluency in English is mandatory).
- An educational background in any medical studies.
- Flexibility to work in US time zones.
- Basic computer skills.
- Ability to adapt to varying responsibilities, including call routing, appointment scheduling, cold calling for sales, and managing customer relationships effectively.