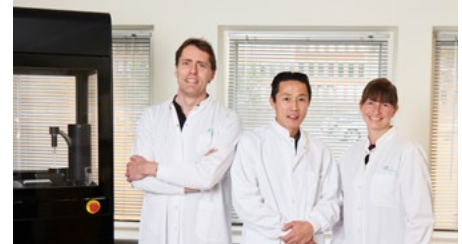


Inside Sales & Customer Engagement Specialist, EMEA

Do you want to be part of a growing team and play an important role in continuing our success in expanding our market share through commercial excellence?

What are we looking for:

An experienced Inside sales & Customer service profile who will work with existing accounts and is eager to break new ground and establish new customer relations in the academic segment as well as pharma, biotech, and contract research organizations across Europe. In this role you will also support the sales team with other tasks, e.g. in the quotation process, order handling etc.



You will be in Denmark and report our Sales Manager, EMEA.

Job description:

As Inside Sales & Customer Engagement Specialist your main responsibility is to work closely with the EMEA based sales team to develop and drive inside sales & customer engagement initiatives. The EMEA team will work with you to ensure that set targets are achieved and business grows remarkably. In this role there is emphasis on working with a combination of outbound sales activities, and working with the team to close and win new business and drive customer satisfaction with both new and existing accounts.

Key Qualifications

- Prior experience from a similar role or strong interest to develop in this role
- Experience in customer service and relationship building function
- Excellent communication skills both written and orally
- Experience with CRM is preferred
- Team player that can help motivate and inspire work colleagues to deliver the same standards, and instill a desire to achieve Company objectives
- Diploma/degree in Sales, Marketing, Business Administration or related field is preferred

Main Responsibilities:

- Drive customer engagement initiatives to increase customer satisfaction
- Work with EMEA sales team on building a sales funnel generating leads through outbound cold calling, emailing and other lead generation activities
- Handling incoming queries through efficient lead follow-up
- Participate in quoting and order handling process
- Ensuring all leads are well qualified by identifying the correct decision makers and understanding their requirements utilizing CRM as the backbone.
- Nurture existing opportunities & prospects to move them forward in the sales process
- Handing over qualified leads to the sales teams with the objective of closing the sale
- Maintaining and updating the lead generation database and CRM (Salesforce)
- Work proactively with existing customers to upsell and provide services to improve customer satisfaction
- Working closely with Sales Managers to develop Key Accounts
- Work with the sales team on tenders across EMEA
- Providing advice and guidance to customers regarding products and services
- Manage customer complaints in a timely and professional manner
- Order handling and liase with operations and logistics to ensure all orders are delivered as agreed and that customers are well informed throughout the process

Personal Qualities

- Highly Driven and motivated work ethic
- A teamplayer that is able to work independently
- Ability to juggle several projects and activities, with meticulous organisation skills and ability to prioritise to deliver results
- Able to step in when colleagues need help and it comes naturally for you to ask for help when needed
- Must be proficient in Microsoft Office Suite of Software, Skype for Business, and Salesforce
- Fluent in English, verbally and written. Other languages are a benefit.

Please apply via [LinkedIn](#).

If you have any questions, please contact hiring manager:

Michel K. Jürgens
Phone +45 5367 3500

Application deadline: As soon as possible

Sophion was founded in year 2000 by a group of passionate electrophysiologists, all having the shared goal of making patch clamping objective and independent of user skills to provide faster, more accurate and objective results. We are an innovative, rapidly expanding company that has developed from a startup into a global organization, while maintaining the passion and drive to provide solutions for high performance cell analysis.

Today the company's analytical platforms QPatch and Qube are placed at leading pharmaceutical companies and Contract Research Organizations. The recent addition of QPatch Compact to our product portfolio allow us to offer a smaller analytical platform for researchers in academia as well. With our dedicated support and service, this ensures us a leading position in the market. We try our best to be a great company to work for; fun, fulfilling and always challenging as we compete in a fast-moving market and industry.

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sophion.com