

Coordinator, Inside Sales & Distributor Relations – Medical Devices

OrthAlign, Inc. is a fast growing, privately held medical device company, established in the summer of 2008. The technology we develop provides the critical features and benefits of large surgical navigation systems in a non-invasive, disposable and palm-sized device.

It is our mission to assist medical professionals in improving patient outcomes by providing easy to use and affordable computer assisted surgical devices. This makes consistent and measurable results accessible to all orthopedic surgeons and patients.

Summary:

OrthAlign is currently seeking a Coordinator, Inside Sales & Distributor Relations. The position reports directly to the Vice President, Sales. This position oversees all domestic sales support and logistics functions for both Sales Leadership Team as well as the Independent Distribution Network for OrthAlign.

Essential Duties and Responsibilities:

1) Operations and Sales Support

- Manage Instrument sets/units for on-boarding new surgeons/hospitals
- Conduct thorough analysis of customer inventory levels in comparison to sales volume
- Proactively monitor inventory levels in partnership with the sales team and internal departments
- Manage excess inventory and monitor to ensure product is received
- Resolve errors and/or discrepancies with regards to inventory with Customer Service, Field Auditors, and with customers as needed
- Follow appropriate procedures and ensure customers are in compliance, from an inventory standpoint
- Provide information on inventory levels and usage for the sales team
- Distribution of sales reporting & analytics
- Work with sales management team to develop the quarterly sales forecast and coordinate with operations to assure that inventory is available to meet requirements
- Monitor ongoing sales trends
- Actively participate in development and implementation of sales programs, schematics, and all other development projects that relate to field execution
- Coordinate contract agreement process including creation, revision, and execution of documents
- Hospital pricing quotes & contract pricing administration
- Perform research to support presentations and preparation of presentation data for sales team
- Maintain sales files and records

2) Distributor Relations

- Assist in operational management of relationships with distributor partners
- Develop and distribute necessary contract agreements in conjunction with OrthAlign legal team for all distribution partners
- Manage distributor price lists
- Distributor database management
- Manage and execute distributor on-boarding process, including contracts, demo starter kits, marketing collateral and all on-boarding forms
- Liaise between OrthAlign sales team, distributor partner, and internal operations team to effectively integrate distributor partner into the OrthAlign Distribution Network
- Serve as main point of contact for distributor partners
- Assist with annual physical field consigned inventory process

Qualifications:

- BS degree and Min. of 5+ years experience required.
- Field of Study/Area of Experience: Marketing, sales administration, operations experience in medical technology/life sciences industry.

Other Training/Technical Skills/Knowledge:

- Strong leadership and management skills
- Medical device and medical technology experience
- Proficiency in MS Word, Excel, Project, PowerPoint

Abilities and Behaviors

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.
- Project Management – Coordinates projects; communicates changes and progress.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills.
- Distribution Support –Manages difficult and emotional customer situations; responds promptly to distributor needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- Team Work –Contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification.
- Written Communication - Writes clearly and informatively; varies writing style to meet needs; able to read and interpret written information.
- Leadership – Effectively influences actions and opinions of others; inspires respect and trust; displays passion and optimism.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Business Acumen - Understands business implications of decisions; aligns work with strategic goals.
- Cost Consciousness – Contributes to profits and revenue; conserves organizational resources.
- Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics –Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support – Follows policies and procedures; supports organization’s goals and values.
- Judgment - Exhibits sound and accurate judgment; includes appropriate people in decision-making process.
- Strategic Thinking – Develops strategies to achieve organizational goals; understands organization’s strengths and weaknesses.
- Adaptability – Adapts to changes in work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Demonstrates commitment to the OrthAlign Compliance & Ethics Program, the OrthAlign Code of Conduct, and all supporting and applicable regulations, policies and procedures.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, and sit for extended periods of time.

Send resumes by replying to this posting

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- * Please, no phone calls about this job!
- * Please do not contact job poster about other services, products or commercial interests.