

Position: AngelEye Sales Support Specialist

The AngelEye Sales Support Specialist will be a team participant in the overall sales process, specifically including:

- Support the internal sales process for interested customers, including quote generation with direct customer follow up
- Manage customer hardware demonstration process, working with potential customers on determining optimal hardware mounting options
- Support lead generation and Salesforce documentation

The successful candidate will work seamlessly with the AngelEye sales, implementation, and customer support teams to engage the customer (and its appropriate team members) to drive the sales process and ensure deliverables fall within the applicable scope and timeline.

This position requires a bachelor's degree. Previous sales experience is preferred but not required. Clinical experience in the NICU, PICU, or pediatrics is also preferred but not required. An ideal candidate would have customer-facing experience in Healthcare Information Technology (HIT) and have experience working with customers in a hospital or other healthcare setting. This candidate should be well organized and able to rely on limited experience and judgment to plan and accomplish goals while performing a variety of sales-related tasks.

The candidate will be expected to enhance the organizational reputation by accepting ownership for accomplishing new and different requests, meanwhile exploring opportunities to add value to the AngelEye platform.

Support Internal Sales Process for Interested Customers

- Work directly with the Director of Sales to help drive the internal sales process for both new and existing customers. Generate quotes via Salesforce and follow up directly with interested customers via phone calls and emails to help drive sales opportunities further down the pipeline. Document all customer communication via Salesforce.
- Coordinate activities with both the Director of Sales and Customer Relationship Manager to maintain an understanding of customer sales opportunities. Provide any relevant feedback from customers to both Director of Sales and Customer Relationship Manager as needed.

Manage Demo Hardware Process with Potential Customers

- Work directly with customers to assess hardware mounting solutions for their specific environment. Specifically, provide customers initial information on all mounting options, then coordinate with customers to ship them mounting hardware for their review, remotely walk customers through mounting configurations and options, confirm and document final mounting solution. Finally, coordinate return shipping of test camera and mounting kit back to our office.
- Manage the overall demo camera pool for the company and coordinate shipping and return of hardware kits to and from various customers as needed.

Lead Generation Management

- Generate new sales leads by participating and helping drive various marketing efforts. Follow up directly with potential sales leads via phone and email. Coordinate activities as necessary with the head of Marketing.
- Track sales activities in Salesforce in order to share information with the rest of the AngelEye team.

AngelEye Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.