

Job Title:	Product Specialist
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Department/ Business Unit:	Haines Medical	Reports to:	National Sales Manager
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Job Purpose

This position is responsible for assisting the growth of the Haines Medical Australia (HMA) business through new sales and outstanding customer service in a particular region / territory. Reporting to the National Sales Manager, the Product Specialist contributes to the HMA business vision of achieving a long-term, market leading and profitable business.

Reporting/Working Relationships

The Product Specialist reports on a day-to-day basis to the National Sales Manager with the assistance of the Nations Sales Support Manager. As an integral member of a company team, they will be required to work with administration, finance and other sales personnel of HMA

Key Responsibilities

- Meeting revenue & product sales targets.
- Developing and maintaining positive relationships with allocated customer group to drive sales through introduction of new products.
- Initiating price driven sales with potential customers through cold calling via phone where we hold a significant price advantage.
- Initiating trials with potential customers through cold calling via phone.
- Follow up and problem solving in relation to potential customer trials.
- Managing the planning and preparation of product tender submissions
- Provide feedback to the National Sales Manager, Product Development Manager on products and provision of input to new product development.
- Initiating interstate / local visits for potential / existing customers as required
- Ensure continued improvement for our Quality system.
- Owning their own territory budget forecasting process and signing off on this with the National Sales Manager and National Sales Support Manager.

Quality and Safety Requirements and Responsibilities

- Comply with Quality System requirements;
- Take reasonable care for your own health and safety and do not negatively affect the health and safety of others. Comply with any instructions and follow any

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policy, procedure or work instruction relating to health and safety at the workplace that has been notified to you;

- To ensure compliance with applicable legislation, customer requirements and given the exposure risk to the business, it is a requirement of this role that you maintain any appropriate vaccinations and background checks as appropriate.
- Conduct all activities and duties as part of this role in full accordance with company policies, procedures, and values.
- Understand and adhere with MTAA &/or MTNZ Code of Conduct.

Selection Criteria

Essential

- Understanding of Device Technologies policies and procedures including any vaccination and background checks in line with your role and responsibilities
- Great customer service skills
- Ability to work autonomously
- Ability to gain specific product knowledge and expertise in a timely manner
- Sound knowledge of Microsoft Office
- Knowledge of MYOB & Salesforce an advantage
- Demonstrated project management skills
- High quality written and spoken English language skills and an ability to influence and build rapport with Customers and also Professionals in the industry

Desirable

- 3+ Years sales experience in the Hospital / Healthcare Industry