



Job Title:	CeQur Inside Sales
Department:	Commercial & Customer Operations
Reports To:	Sr Director, Commercial & Customer Operations
FLSA Status:	Non-Exempt
SOP Group:	Customer Care

Position Overview:

The CeQur Inside Sales Specialist role is responsible for all patient communication during the sales process of starting patients on CeQur Simplicity. This role works closely and collaborates with the field sales and internal team members to provide the best patient experience possible. This role is responsible for communicating insurance benefit guidelines and cost share information.

The ideal candidate must demonstrate strong sales results, sales accomplishments, business acumen, proven ability to learn complex technical material (healthcare/healthcare reimbursement/diabetes preferred), and excellent communication and interpersonal skills. The successful candidate will also demonstrate the ability to work effectively in a key cross-functional role with internal and external stakeholders. Additionally, this position requires a high degree of customer interaction and communication to ensure the patient experience is positive and professional while consistently focusing on closing the sale.

The CeQur Inside Sales Specialist is an inside sales role that provides an exceptional opportunity to grow and develop your medical device sales career.

Responsibilities:

- Work one-on-one with customers throughout the access and benefit coverage request and appeals process until outcome has been made and product is delivered, keeping the customer informed throughout the journey
- Use dynamic communication skills to identify and guide the customer through challenges and barriers while utilizing objection handling techniques to communicate with the customer
- Act as a product subject matter expert for CeQur Simplicity to address customer concerns and questions about the product
- Act as a liaison and facilitate resolution within other areas of the journey including but not limited to: product refills, prior authorization and appeal inquires
- Meet or exceed individual goals of: Quality scores, timeliness of outstanding tasks, customer satisfaction scores and retention rate goal



- Provide support and direction while resolving customer service issues in a timely and empathetic manner
- Work as part of the larger support team, collaborating with other departments to ensure proactive, superior front-line customer experience and support
- Document all interactions and calls into the customer database, maintain compliance to HIPAA and other regulating bodies as required
- Provide frequent feedback and suggestions to support an environment of continuous process improvement

Education and Experience:

- Bachelor's degree
- 1-3 years' sales experience preferably in medical device, pharmaceutical, healthcare or consumer product related field
- Ideal candidate will have knowledge of medical device reimbursement from a manufacturer or DME perspective
- Call center/customer service experience required. This position has a call queue participation requirement
- Knowledge of managed care or pharmacy industry is preferred
- Experience with pharmacy and employer level benefits, prior authorization and appeals is preferred
- Extensive knowledge and experience with supporting customers with diabetes is preferred but not required
- Ability to anticipate customer needs and use best judgment in conversations, while identifying and escalating issues requiring management support
- Excellent oral and written communication skills
- Bi-lingual Spanish speaking is ideal

Skills/Competencies:

- Knowledge and understanding of the managed care industry is preferred
- Knowledge of and experience supporting patients with diabetes is preferred
- Selling Skills and Objection Handling: Demonstrates the ability to influence and close interested patients in CeQur Simplicity
- Forecasting and Pipeline Management: Ability to effectively manage a sales pipeline to move leads through a short-term sales cycle with speed, forecast precision and transparency to other team members

Physical Requirements:

- Requires sitting and standing associated with a normal office environment.
- Manual dexterity needed for using a computer keyboard.
- Lightweight lifting may be required.
- Minimal business travel required

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

