

Job profile

Job details and purpose	
Job title internal	Product Specialist
Job title external	Representative Medical Sales
Business Unit	Healthcare
Business Segment	N/A
Business Line	Pharma, OTC and Medical Device
Function	Sales
Sub-Function	Medical Sales
Personnel segmentation	SL
Country	Indonesia
Location	All Branches
Geographic scope	Country
Functional manager	Area Sales Manager, Healthcare
Administrative manager	-
Number of direct report	N/A
Number of indirect report	N/A
Job summary	Sell medical products, systems or services to achieve sales targets for assigned businesses/territories and overall business objectives
Business metrics	Business metrics relevant to achieving the essential accountabilities below New business development VAS revenue

Organizational structure



Essential responsibilities

General responsibilities

- Support superior in managing day-to-day operating expenditures against operating budgets to ensure efficient usage of resources
- Provide input to medical sales plans based on experience. Implement action plans to achieve sales targets for assigned businesses/territories
- Track self/team progress against key performance indicators and sales plans. Prioritize and review daily sales activities performed
- Call/visit existing and prospective customers to solicit orders, gain demonstrations and quotation opportunities. Conduct product demonstrations and emphasize saleable features/customer benefits
- Call/visit as pre plan submitted and captured all calls through the system (EchoPlus) with the proper steps
- Prepare quotation/tender prices, delivery and commercial terms in accordance with company policies
- Report on the activities and products of the competitors
- Record sales data for reporting and tracking purposes. Maintain relevant customer data in appropriate customer relationship management databases
- Execute continuous improvement activities to enhance sales processes, sales plans, customer satisfaction, etc., to improve sales targets
- Maintain a customer complaints/issues log and follow up on customer issues
- Respond to customer orders and queries. Inform current and prospective customers of promotions and new/upgraded products
- Work with internal stakeholders to ensure timely delivery or installation of products/systems. Support internal stakeholders in relationship development with key customers
- To undertake other responsibilities and duties as may be assigned from manager from time to time

	<ul style="list-style-type: none"> • Ensure run the business with comply and ethics follow all of company policies and regulations.
Leadership responsibilities	<ul style="list-style-type: none"> • Drive self-learning and improvement in the area of Medical Product Sales and DKSH behavior as part of continuous learning

Job requirements

Functional skills and knowledge	<ul style="list-style-type: none"> • Up to two years' experience in a similar role • Have own driver's license and vehicle. • Demonstrate basic knowledge and understanding also experience in selling health products at hospitals / pharmacies. • Agile in solving customer's problem to grow the business. • Demonstrate basic knowledge in assigned products/services/systems and strong selling skills • Demonstrate basic knowledge of regulatory requirements of products within assigned territories, including handling procedures, shelf life, warranties, etc. • Demonstrate strong communication and negotiation skills • Demonstrate basic research and analytical skills • Demonstrate proficiencies in office productivity tools (e.g. Excel, Word and PowerPoint) • Demonstrate fluency in local language and ideally in English, both written and spoken • Interpersonal skills : listen, communication, positive attitude and behavior • Demonstrate fluency in local language and ideally in English, both written and spoken
---------------------------------	--

Education	<ul style="list-style-type: none">• Degree or professional qualification in a Science or Medical-related discipline
Work experience	<ul style="list-style-type: none">• Up to two years' experience in a similar role

Job profile created by, date

Checked by, date