

Director Customer Satisfaction

Golden Helix is a leader in analytics software tools geared towards the clinical genetic testing market and research institutions. Globally, we do business with hundreds of organizations. We have a strong record with major hospitals, testing labs, research organizations, the pharma industry as well as governments worldwide. Our business is growing, creating the need to expand our team.

We are looking for a savvy and polished renewal sales rep to manage our renewal business with existing customers. This role also supports our sales team with prospecting and proactive outreach to new clients. If you have business-to-business sales experience, are comfortable selling lab and enterprise level software packages to smart and sophisticated customers, and want to work at an innovative, fast-paced company where you'll have a major impact, this could be the right job for you. This role is designed to build up familiarity with our business and customer base and can lead to territory and new business responsibilities down the road.

Job Description:

As a member of the sales team, you will drive revenue by proactively reaching out to our existing clients to ensure high renewal rate. You are also looking for upsell opportunities within existing accounts in collaboration with your Area Directors. In addition, you are being asked to generate referrals for new business.

In return we offer:

- Competitive pay, insurance package, and 401(k) with a generous employer match. In addition to that, equity incentives are available.
- An exciting role at a professional, well-respected and exciting company, staffed with highly skilled, entrepreneurial colleagues, all while living in one of the most beautiful places on earth.
- A chance to have a direct impact on the growth of our company and the leading edge research of our customers.

Requirements:

- 2-4 years of business-to-business inside sales (phone sales) experience. Previous experience selling scientific software or equipment strongly preferred.
- Proven track record to achieve and overachieve sales quota
- Exceptional prospecting skills
- The ability to handle dozens of opportunities in parallel
- Strong closing ability
- Savvy and polished – must be able to sell complex technical solutions to a sophisticated user base.
- Strong oral and written communication skills– all of your communication with customers will be via phone and email.
- Must be willing and able to quickly learn genetics and statistics domain knowledge.
- Organized, self-motivated and results-driven.

To Apply:

Sell us on why you're the right person for the job: send your resume and the reasons why we should hire you to personnel@goldenhelix.com. Full job description available at www.goldenhelix.com/Careers.