

Client Relations & Sales Support

This position combines marketing, client relations, customer service, support and marketing into one position. A great opportunity for someone that enjoys client contact, loves to problem solve and thrives on creative collaboration. We fully expect to provide excellent training and support for the right candidate. XLDent offers a competitive compensation and benefits package.

General Requirements:

Must hold a 4 year degree and have some business related experience.

Candidate must be self-motivated, self-directed and have strong project management skills.

Candidate must be able to identify opportunities and develop business effectively.

Must hold valid driver's license, insurance coverage and have reliable transportation.

Specific Responsibilities:

- Responsible for account management, client retention, and upselling.
- Provide a unique, pleasant and impressive experience to prospects and clients. This includes personalized demonstrations of the product, providing software support, and client implementation of the XLDent software.
- Work with and support sales and marketing in lead generation, client relations and strategic marketing.
- Responsible for all aspects of client instruction/training, software implementation, and technical support functions.
- Responsible for proper utilization and fulfillment of documentation in CRM and other software systems.
- Maintain expertise in product applications, services, computer hardware and associated technologies, competitor activities, and all other related products and services.
- Assist with marketing duties including collaboration on advertising content, blogs, email blasts, social media, and user experience materials.
- Attendance at trade shows as assigned.
- Client follow-up via phone and occasional PR visits to customer sites.
- Meet and exceed expectations as assigned by supervisor.
- Build customer loyalty and maintaining customer satisfaction through excellent customer service.
- Overnight travel throughout the territory is required.
- Other duties as assigned.