

Customer Service Representative

The Company: Inception Lifebank Cord Blood Program is Canada's largest and most experienced cord blood program in Canada. As a market leader, Inception Lifebank is committed to providing clear and balanced educational information to help Canadian families make an informed decision regarding cord blood banking options.

The Position: We are looking for a highly motivated and energetic **Client Service Representative**. The focus of this role is to manage, qualify and drive conversion of new prospects (leads) to maximize the organization's sales. The successful candidate will primarily manage existing leads by phone and e-mail to educate and promote cord blood and tissue banking. In addition, the candidate will manage the enrolment process as required. This role is a full-time, permanent position based at our head office in Mississauga, Ontario.

Key Accountabilities:

- Deliver a high volume of outbound calls to existing leads.
- Manage existing leads through outbound call education and lead follow-up.
- Educate leads on cord blood and tissue banking.
- Drive conversion of new prospects (leads) to drive Inception revenue.
- Effective lead reporting and management via Microsoft Dynamics CRM system.
- Manage client registrations and processes associated with client administration.
- May attend industry events to network with prospective clients.

Requirements:

- 1-2 years in high volume outbound call sales experience is an asset.
- Sales background with provable track record of closing deals.
- High attention to detail.
- Sales experience in a health care related organization is preferred.
- Exceptional telephone communication skills and etiquette.
- Proficiency with Microsoft Office. Experience with Microsoft CRM would be a bonus.
- Experience with data input and management.
- Able to follow Standard Operating Procedures in a highly regulated environment.

Inception Lifebank is an inclusive employer, and we encourage applications from all qualified candidates and will accommodate applicants' needs under the human rights codes throughout all stages of the recruitment and selection process. Information received relating to accommodation will be addressed confidentially. We appreciate and review all applications, however, only those qualified for an interview will be contacted. For more information, visit: www.inception.com/careers