

Programme Sales Advisor

About iheed

Established in 2012, **iheed** is a prestigious, globally recognised, online medical education organisation, built by doctors and healthcare professionals for doctors and healthcare professionals. It is a next generation medical education organisation, offering postgraduate medical programmes, to healthcare professionals, in a blended format, on the world's most advanced learning platform.

We are Headquartered in Dublin and co-located with Trinity College Dublin's Institute of Population Health in Tallaght. Our HQ has excellent commuter links with very close proximity to the M50 and a Luas stop on our front door. The organisation is supported by Ireland's Leading Education Entrepreneurs and has built an enviable reputation and significant market traction worldwide.

Right now, we are teaming up with the world's best online education digital acquisition talent to expand our business into new and exciting global markets. With significant lead generation forecasts we are expanding our sales team to meet this demand. On that basis we are seeking an experienced and enthusiastic **iheed Career & Programme Advisor to join our rapidly expanding team.**

Job description

In this role, you will be joining a successful team that delivers online medical education programmes to healthcare professionals seeking to upskill and strategically progress their careers.

The focus of this role

Our **iheed** Career & Programme Advisor will be an exceptional and ambitious sales professional, one who is organised and has a hunger to convert high-quality inbound leads using an expert and consultative approach. We require an individual with an innate sales capability, someone who can speak knowledgeably to family physicians, nurses, pharmacists and other healthcare professionals utilising restraint, nuance, insight and attentiveness. This is the perfect position for an individual who wants to grow their inside sales career within a rapidly expanding and dynamic work environment.

We will train and provide you with the tools for success, including a comprehensive induction program and a positive sales environment in which the wealth of experience is freely shared across all team members. In addition to this, you'll receive the opportunity to spend time in our Dubai Office at peak recruitment periods, including other locations worldwide as our organisation inevitably grows.

Key Attributes

- Self-motivated and a high-level sales performer who is industry proven, conversion focused and target driven
- Demonstrate success in similar types of roles using a naturally consultative sales approach
- Be creative, innovative and digitally intelligent
- Experienced in working within a fast paced sales environment, preferably education specific
- High energy, positive with a “can do” attitude, coupled with natural sales conversion instincts
- Customer focused, natural people skills, refined emotional intelligence and a natural team player
- Strong interpersonal skills and the ability to create and effectively manage relationships and build a strong rapport with Healthcare Professionals is essential.
- Excellent administrative and organisational skills including time management, teamwork, working to deadlines and event management and coordination.

Key Responsibilities

- Successfully manage a pipeline of high-level prospects, and accurately report all progress (sales pipeline, logged calls, progressive lead follow-ups) via our Zoho CRM
- Work effectively to consistently achieve 100% of KPI targets (close rate, product mix, average order value and agreed monthly metric reporting)
- Focus on 100% achievement of Activity Targets (calls & call time, % of customers qualified, touch point rates, progressive follow-ups based on an agreed method and schedule depending on lead status and category)
- Provide our high-level prospective students with expert, consultative knowledge to support them in their career critical decision-making process
- Ensure that all steps of the sales cycle, including prospecting, customer needs analysis, presenting, closing and overcoming objections are constantly managed
- Develop a keen understanding of each prospects profile, needs and values in order to provide personalised consultation and enrolment all throughout the sales and conversion process
- Understand and keep up-to-date with ever-changing market trends to always advise our prospective student with additional content and insight that is relevant to their industry, progression and future career interests. Communicate accurate sales forecasts and relevant progress information to management on a weekly, monthly and quarterly basis
- Effectively and efficiently resolve issues that may arise with customers after enrolment to always ensure the best outcome for our students
- Assist with the new hire onboarding process (On the job training)
- Event management and coordination support for in-market student recruitment activities
- Help to brainstorm, design and implement new and creative sales strategies with the wider **iheed** team.
- Gather customer feedback to help improve organisational insight and enhance our brand and educational product offering

The Essentials

1. 3rd Level Qualification (Diploma or Degree in a business discipline) preferable or a Degree in Medical Science or related area
2. High-level sales experience necessary, with educational industry experience preferable
3. Good working knowledge of digital marketing sectors and technologies is preferable.
4. Flexible and open to change as this role will change and evolve as **iheed** continues to grow
5. Willingness to travel internationally

Why Join Our Team?

- Competitive Basic Salary
- Unlimited and generous commission structure
- Competitive benefits package
- Inevitable role expansion and growth
- Exposure to world leading Digital Acquisition Experts with demonstrated global success feeding qualified leads through to the sales team
- Paid vacation and personal time
- Flexible schedule
- In-depth on-boarding, ongoing training and support
- Opportunity to travel internationally and spend time in our **iheed** Dubai Regional Office

How to Apply:

Please send your CV and cover letter to the **iheed** Global Marketing Director rebeccapatterson@iheed.org