

We would like to thank all candidates for expressing their interest. Please note that only those selected for interview will be contacted. NO PHONE CALLS, PLEASE.

In-Common Laboratories (ICL) is an equal opportunity employer.

We offer accommodation for applicants with disabilities, as required, during the recruitment



ICLabs.ca

**APPLY BY: MAY 3, 2019**

## ILS CLIENT ACCOUNT SPECIALIST

- Member of Integrative Laboratory Services (ILS) Team
  - Full-Time Position reporting to the ILS Sales Manager
  - Competitive Salary, Commission and Comprehensive Benefits package, including private pension plan
  - Great team environment
  - Work Location: Reporting to the Oakville or Toronto offices as required
  - Travel for business: GTA travel will be required
  - Operational Focus: Active Sales, Client Acquisition, Revenue Growth
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We are looking for an experienced, talented and competitive inside sales person to be our next ILS Client Account Specialist.

The ILS Client Account Specialist will play a fundamental role in achieving our ambitious client acquisition and revenue growth objectives. The perfect candidate must be comfortable making dozens of calls per day, working with clinicians, generating interest, qualifying prospects, close sales and thrive in a complex healthcare environment. They will also interact with our internal departments and external laboratory partners to support our customers.

Reporting to the ILS Sales Manager, the ILS Client Account Specialist will work with clinicians to find the tests they want, create solutions and ensure a smooth end to end laboratory testing service process. ILS Client Account Specialist works to find new sales leads, through association directories, client referrals and leads from partners. ILS Client Account Specialist is friendly, well-spoken and ensures the client has a full understanding of the ICL Integrative Laboratory Services (ILS) offering.

This is an exciting opportunity for a candidate who:

- Understands 'healthcare' audience and can communicate our service offering both over the phone and in person to generate revenue growth.
- Has passion for proactive canvassing of the clientele to understand their needs and challenges.
- Has high degree of initiative and ability to think outside of the box.

To succeed in this role, the candidate will absolutely need to have:

- **Superb customer service skills:** "The client is always right!". ILS Client Account Specialist will need to be able to speak in a friendly way to clients and potential clients, listening to their needs and helping communicate options for them.
- **Excellent communication skills:** ILS Client Account Specialist speaks to clients about the ILS service (how to access, order and receive results for laboratory tests) and the many options on the ILS test menu, and answer any questions they might have.
- **Be flexible and mobile:** ILS Client Account Specialist will work from either the Oakville or Toronto office, and attend team meetings as required. Travel to client's office is also required. The candidate must have access to a car and a valid driver's licence.
- **Be persistent:** Not every clinician is going to register with ICL - ILS service. Being able to bounce back if you experience rejection will be key for this job.

## Overview of Major Responsibilities

- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Understand client needs and requirements
- Support clients through the various onboarding processes and subsequent test requisitioning and results reporting processes (Registration - Copia Results Reporting- Billing)
- Close sales and achieve quarterly quotas
- Research accounts, identify key players and generate interest
- Maintain and expand your database of prospects within your assigned territory
- Team up with reference laboratory partners to respond to leads
- Perform effective online demos to clients that require portal assistance

## Knowledge/Skills/Abilities/Other Characteristics

The prospective candidate will have most of the following:

- Proven inside sales experience
- Track record of over-achieving quota
- Strong phone presence and experience dialing dozens of calls per day
- Excellent verbal and written communications skills
- Strong listening and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- BA/BS degree or equivalent, or holistic nutrition certification and healthcare experience preferably in laboratory services

We are looking for a candidate who:

- Is highly motivated, customer-focused individual with strong interpersonal skills and willingness to learn and teach new skills
- Understands the complexity of information flowing from different sources
- Can work independently and as a team member
- Demonstrates good analytical and technical skills
- Takes initiative, embrace challenge and develop creative solutions
- Communicates issues with clarity and simplicity
- Manages time effectively
- Possesses strong verbal, written and reasoning skills
- Honors commitments
- Is punctual, reliable and a good corporate citizen

Bona fide Occupational Requirement

- Mobility - must have access to a car and a valid driver's licence

## About ICL

*Located in Toronto, In-Common Laboratories (ICL) is a private, not-for-profit Canadian corporation operating since 1967. ICL is Canada's only national laboratory referral network. With access to world class testing facilities, ICL proudly serves over 500 hospitals, approximately 1,000 Naturopathic Doctors and their patients. In 2014 ICL expanded its Hospital Laboratory Services business model to include services for Functional Medicine practitioners called Integrative Laboratory Services (ILS). ICL now supports Naturopathic Doctors across Canada with an exclusive test menu and web portal connectivity. Presently, ICL has two licensed Patient Services Centres (North York and Oakville) dedicated to servicing patients of naturopathic doctor. ICL offers a comprehensive benefits package including the HOOPP (Healthcare of Ontario Pension Plan).*