HOME CARE DELIVERED, INC
JOB DESCRIPTION

TITLE	**TERRITORY SALES EXECUTIVE**
DEPARTMENT	Sales
REPORTS TO	VP New Business Development
STAFF SUPERVISED	None
SUPERVISION REQUIRED	Minimal
FLSA STATUS	Exempt

JOB SUMMARY

Works from home and out in the field. Develops referral source relationships in order to secure new patient referrals via outside sales visits, in-services, and ongoing telephone contacts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs a high volume (as determined by Sales management) of telephone sales calls and in-person sales on referral sources, coordinating and executing in-services about HCD programs and services with the overall objective of building professional relationships with key decision makers that yield regular referring contacts with a continual stream of patient referrals.
- Meets or exceeds currently assigned territory quota objectives.
- Ensures that the status of all accounts and account contacts is accurately maintained in SalesLogix on a daily basis.
- Learns and continuously expands territory knowledge (demographics, counties, payors, etc.)
- Maintains and keeps current a list of top competitors in his/her territory reflecting their competitive advantage.
- Ensures that all literature requests are performed through SalesLogix to enable accurate tracking and timely follow up.
- Ensures that follow-up calls are scheduled for every Literature Request submited.
- Enters concise, accurate and effective notes that are easily understood into SalesLogix following every referral source or prospect contact.
- Moves contacts through the sales funnel (Prospect to Active) depending on contact level of engagement.
- Schedules and presents in-service presentations with active and prospective referral sources to optimize referral opportunities and relationships.
- Consistently seeks to be a good role model of the Company’s values while demonstrating a high-performance work ethic.
- As a member of HCD’s Community-Based Sales Team, acknowledges the challenges of working remotely and, therefore, strives to maintain excellent two-way communication with HCD Sales Management.
- Demonstrates initiative and reflects an outward attitude of readiness to compliantly do whatever is necessary to accomplish the objectives of the organization.
- Identifies opportunities for improvement and contributes to solutions to enhance workflow efficiency and enhance the referral source’s experience.
- Understands workflow processes of contiguous departments and uses knowledge to make effective decisions and optimize productivity.
- Works independently and/or collaboratively to expediently answer inquiries and resolve issues within regulatory and Company requirements, ensuring referral source and patient retention and satisfaction and escalating issues whenever appropriate.
- Performs all duties in full compliance with all federal and state statutes, regulations and policies, CHAP requirements and policies and HCD's Compliance Program and Standards, including but not limited to, maintaining strict confidentiality and privacy of patients' protected health information (as defined by HIPAA) in accordance with HIPAA regulations, cooperating with internal and external investigations, reviews and audits, engaging in good faith reporting of compliance concerns, and participating in annual and ad hoc compliance training.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Pro-actively seeks out, reads, and adheres to all Company policies.
- Cross-trains in other areas as directed.
- Mentors new staff as directed.
- Performs other non-essential duties as directed.
- HCD CORE VALUE – INTEGRITY: Consistently demonstrates behaviors and actions reflecting honesty, trustworthiness, dependability, and adherence to HCD's standards of conduct and compliance.
- HCD CORE VALUE – CARING: Shows sincere interest in and concern for HCD customers and fellow teammates every day; demonstrates a helpful, respectful attitude toward others.
- HCD CORE VALUE – ACCOUNTABILITY: Demonstrates that he/she takes responsibility for work quality and quantity produced personally, within own department, and throughout the Company. Teammate demonstrates a sense of "ownership" and shows initiative when presented with opportunities and challenges.
- HCD CORE VALUE – RESPONSIVENESS: Reacts promptly and appropriately based on the person and/or situation and does so while maintaining sensitivity to organizational priorities.
- HCD CORE VALUE – EXPERTISE: Readily embraces new and ongoing information and training, actively seeking to continuously expand knowledge base to better serve customers and teammates.

WORK ENVIRONMENT

- Generally performs duties from home and in the field.
- Travels frequently via own vehicle to referral source locations.
- Generally working indoors within a temperature-controlled environment; however, when traveling may be subjected to extreme weather.
- Potential for occupational exposure: None

QUALIFICATIONS

- Bachelor's degree highly preferred; minimally a combination of a high school diploma/GED and related experience required.
- Two or more years of prior related work experience required, preferably in B2B medical sales.
- Excellent sales aptitude coupled with a strong desire to learn and develop enhanced sales skills required.
- Territory management skills with proven ability to build relationships and overcome objections highly preferred.
- Familiarity with government and private insurance payors, including Medicare and Medicaid, a plus.
- Superior customer service orientation and interpersonal skills required.
- Demonstrated sense of accountability with aptitude to identify and offer solutions for improvement required.
- Excellent time-management and organizational skills as well as strong attention to detail required.
- Ability to multi-task and work successfully in a fast-paced environment, including readily adapting to frequent changes in procedure and priorities required.
- Ability to speak distinctly and communicate in a friendly, upbeat manner effectively via telephone using professional, results oriented communication skills required.
- Ability to enter documentation of conversations and activities into CRM system.
- Ability to complete tasks in specified time frame.
- Ability to sit for extended periods of time.
- Ability to speak, write and read handwritten and printed words and numbers in English utilizing good grammar, spelling, and proofreading skills.
- Strong keyboarding skills and proficiency with Microsoft Office; ability to quickly learn new software applications.
- Ability to perform basic mathematical computations such as adding, subtracting, multiplying and dividing, using whole numbers, common fractions, and decimals.

I have read and acknowledge that I am able to perform the essential duties and responsibilities outlined in this job description.
Acknowledged by:

_____
Signature

_____ _____
Chief Administrative Officer ***Date***