

## **Customer Service Representative- Laboratory Equipment**

EquipNet helps the largest manufacturers in the world to buy, sell, and manage their surplus capital equipment. The company works in multiple industries including consumer packaged goods, pharmaceutical, biotech, chemical, and electronics.

Reporting to the R&D Channel Manager, the Customer Service Representative will work as part of a team engaged in helping companies buy and sell pre-owned laboratory instrumentation. The company is looking for a self-starter who loves to be on the phone telemarketing relevant products to relevant people and nurturing sales leads into opportunities and invoices.

### **Responsibilities**

There are four areas for which this position is responsible:

1. *Project Promotion*
  - Make outbound calls as part of an overall promotional strategy for industry projects while growing qualified contact lists.
  - Utilize LinkedIn and other social media tools to supplement call activity.
  - Achieve goals for call quantities, dialogues, and leads.
2. *Lead Management on Small Value Equipment*
  - Qualify all assigned leads.
  - Assess lead viability as well as value. Progress large-valued opportunities to sales representatives.
  - On lower-value items, negotiate prices and terms of sale with the Buyer directly on behalf of the Seller.
  - Prepare sales contracts for orders obtained and submit orders for processing.
3. *Acquiring Supply that supplements the inventory received through global contracts.*
  - Supply Relationships-qualify and maintain relationships for listings that are posted on website within your industry.
  - Serve as a Project Manager to customers who have listed individual assets on EquipNet.com.
4. *Follow up on past contacts/relationships.*
  - Establish and follow up on contacts from our database of over 700k contacts or from third party platforms such as LinkedIn Sales Navigator.
  - Identify and develop relationships with equipment dealers within your industry.
  - Reach out to customers when neutral and negative feedback is received for items sold in your industry to gain insight for positive interactions in the future.

### **Requirements**

- Customer service and/or project management experience.
- Previous experience in sales of laboratory equipment helpful.

- Strong knowledge of processing and packaging machinery.
- Bachelor's degree in business administration/related field or knowledge of capital equipment.
- Excellent verbal and written communications.
- Computer Skills: Microsoft Office Suite, ability to easily learn web-based systems.

## **Compensation and Benefits**

- Salary commensurate to experience.
- Bonus compensation plan based on company, team, and individual success against set goals.
- Health, Dental, Life & Disability, FSA, HRA 401k, etc.

**Type:** Full Time

**Location:** Remote

**Contact:**

Email Resume to: [Human Resources-Maria Eattimo](#)