



Job Title: Customer Experience Specialist

FLSA Status: Exempt

Reports to: Area Sales Manager & Customer Service Manager

Location: Detroit, MI - Remote

Job Summary:

Are you looking to start a career in sales with an innovative and thriving industry leader? We are seeking motivated, competitive and ambitious people to join our team. The customer experience manager (CEM) program is designed to help you gain the knowledge and learn the skills to be a successful business-to-business outside sales representative within the dental industry. The CEM performs a critical role at Zest Dental Solutions, as they will be challenged to provide best-in-class support for our customers through customer service and sales roles. You will have the unique opportunity to gain a broad perspective of all customer service and sales functions over the course of this program. The program will take place over the course of approximately 18 months. There will be requirements and criteria to meet in order to move into the next phases of the program. The majority of the program you will perform in a hybrid role that will give you experience in each of the customer facing roles, customer service, inside sales and outside sales responsibilities. The goal is to prepare you to move into a full time outside sales representative after you achieve high performance in all aspects of the program.

Essential Job Duties and Responsibilities:

- Receive training and perform progressively responsible experience in various areas such as: customer service, inside sales and outside sales
- Complete product, sales, and customer service training at a proficient level
- Accompany outside sales representatives or sales managers on customer calls to become familiar with effective sales and customer service techniques.
- Perform all assigned duties in the Sales Trainee Program, including but not limited to meeting or exceeding all weekly, monthly and quarterly tasks, goals and initiatives.
- Participate in CE courses, study club meetings, dental society meetings, as needed
- Attend dental trade shows, special markets meetings and national/regional conferences, as needed
- Promote/sell/secure orders from existing and prospective customers through a relationship-based approach.
- Conduct hands-on customer training sessions
- Clearly communicate to internal and external stakeholders on progress towards monthly/quarterly initiatives and targets
- Provide forecasts on best case and most likely sales volumes over relevant time periods during phase two and three of training (inside sales and outside sales)
- Prepare weekly and monthly reports based on sales/support activity and goals to outline how targets will be met.
- Utilize territory planning tools (Zoho, CRM,ZEST LIVE and Google Platform) to monitor, analyze and keep detailed notes on targets and customers.



- Cross-promote all Zest Dental Solutions products.
- Ability to manage a budget, including timely submission of accurate expense reports.
- Stay up-to-date on current industry dynamics and trends.
- Take inbound customer service calls and ZEST LIVE connections and effectively communicate with and solve the needs of the customer.
- Work with the Account Managers to define Inside Sales Opportunities and Campaigns to Focus on driving sales within your assigned Area.
- Identify appropriate prospects, set appointments, make effective qualifying sales calls, and manage the sales cycle to close new business within assigned product categories both in the inside and outside sales phases.
- Establish professional client / Zest Dental Solutions relationships with appropriate client personnel (purchasing, dental assistants, office managers, dentists, and key contact/point persons.)
- Conduct all activities within the Sales Trainee Program with the highest degree of professionalism and integrity

Education, Experience, Skills, & Abilities:

- Bachelor's Degree preferred
- Minimum of 2-3 years of relevant experience and/or training, or equivalent combination of education and experience
- Must possess an energetic Sales Personality
- Strong business acumen
- Must be quick, intelligent, and adapt well to new situations
- Have the ability to listen and connect with customers
- Must be creative and able to share ideas
- Demonstrates effective written and verbal communication skills
- Must be proficient in using various communication tools and technology to keep customers, peers, and managers apprised of their efforts
- Must be highly organized and have the ability to work in an unsupervised environment
- Must possess willingness to learn and accept feedback from colleagues and management
- Must have the ability to prioritize responsibilities and work effectively, while dealing with a variety of requests throughout the day
- Continue to maintain and develop product knowledge on current and new products
- Self-motivated and able to thrive in a results-driven environment
- Must have a valid driver's license, travel ID, and automobile insurance

Physical Requirements:

- Ability to sit, use hands and fingers, talk or hear, and smell continually. Ability to stand, walk and reach frequently. Ability to climb or balance, stoop, kneel, or crouch occasionally.
- Ability to frequently lift and carry up to 25 lbs. and occasionally lift and carry up to 50 lbs.



- Close vision required to use a microscope, read documents, and operate machines. Distance vision required to drive an automobile, if driving is a requirement of the job.
- Work environment is indoors and climate controlled. Occasionally exposed to outdoor weather conditions.
- Moderate noise levels as found in a light industrial environment, office environment, households with TVs and dishwashers, and driving light traffic.

Employee Acknowledgement:

The above job description is intended to describe the content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Zest Dental Solutions reserves the right to change, add, or delete at any time from this job description to meet the needs of the Company.

Employee Name – Printed

Date

Employee Signature