



Job Description

Job Title: Pharmaceutical Sales Representative
Department: Sales
Reports To: District Manager
FLSA Status: Exempt
Prepared By: Manager, Human Resources
Prepared Date: updated July, 2016

Current Open Territories: Indianapolis, IN; Lansing, MI; Milwaukee, WI

Summary: Responsible for building the business within a given geographical territory targeting physicians, hospitals, VA and ambulatory care centers/private clinics, corporate owned clinics, specialty pharmacy in the Orthopedic, Rheumatology and Sports Medicine community by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Secure and grow existing buy and bill accounts to meet business goals while developing a pipeline of new accounts to build the business;
- Knowledge of J Code reimbursement issues related to product(s) and offers effective solutions and suggestions to providers;
- Create customer relationships, establish and maintain product market leadership and achieves long and short term sales objectives by providing solutions;
- Meet established program sales goals and market share targets within territory by utilizing effective sales techniques in order to influence targeted physicians, hospitals, VA and ambulatory care centers/private clinics, corporate owned clinics; specialty pharmacies;
- Achieve daily sales call activity/client deliverables by gaining access to decision makers and influencing purchasing decisions;
- Positively impact sales in territory, display knowledge of key customers, plan, analyze and act upon sales data within geography;
- Utilize strong interpersonal skills to establish relationships that allow for directed probing to uncover the customer's needs;
- Develop solutions within the company framework that meet these needs;
- Produce high quality territory management activities, including pre-call planning and call reports;
- Review sales data and determine where there may be new opportunities to increase business;
- Demonstrate Fidia key attributes;
- Possess advanced knowledge and understanding of healthcare industry, all assigned products, disease states, treatment regimes, and competitor products, therapeutic and institutional trends;

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Achievement Focus: Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Recognizes and acts on opportunities; Takes calculated risks to accomplish goals.

Business Ethics: Treats people with respect; keeps commitments; Inspires the trust of others; Works with integrity and ethically; upholds organizational values.

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Conflict Resolution: Encourages open communications; Confronts difficult situations; Maintains objectivity; Keeps emotions under control; Uses negotiation skills to resolve conflicts.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service.

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets Attendance and punctuality guidelines.

Job Knowledge: Competent in required job skills and knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to other jobs, Uses resources effectively.

Judgment: Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Organization Support: Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Problem Solving: Identifies problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Resolves problems in early stages; Works well in group problem solving situations.

Safety & Security: Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or general education degree (GED) required; Bachelor's degree (B.A) from a four year college or university preferred;

Minimum of 2+ years of pharmaceutical, biologics/biotech or medical device sales experience with a minimum of 2 years selling specialty products to physicians preferred; Sales experience with buy and bill, injectable products is preferred or consumer sales/marketing of 2 years with large account responsibility. Experience selling and managing accounts in hospital, VA and ambulatory care centers with established relationships referred. Solid working knowledge of managed care and J Code reimbursement systems. Experience with Orthopedics, Rheumatology, Physiatrists, Oncology and Specialty Biologics markets preferred. Ability to secure new accounts and expand existing account sales. Ability to travel approximately 30% of the time.

Language Skills

Ability to read and interpret documents such as policy and procedure manuals and government publications. Ability to write reports and correspondence. Ability to speak effectively before employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions.

Computer Skills

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Order processing systems; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Other Skills and Abilities

Other Qualifications

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 and 20 pounds. Specific vision abilities required by this job include close vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Must be willing to travel over a relatively large geography which will include daily and overnight travel up to 50-75%

Must have valid driver's license, be able to drive for extended periods in company provided midsize sedan and to lift product promotional material cases weighing between 10 and 20 lbs

Fidia Pharma USA Inc. is an equal opportunity employer. Employees are offered competitive wages; a positive, supportive work environment; an excellent comprehensive benefits plan; opportunity for advancement and growth within the organization; challenges for learning more about the business and how to improve yourself, as well as the company; and to be part of successful and growing business.