Referral Consultant

Job Description

Mission

This exciting, multi-faceted position is part sales, part customer service and all about confident, articulate communication. Our Referral Consultant helps grow our business by performing diligent outreach to ophthalmology practices nationwide and establishing new relationships for our services.

Primary Responsibilities

1. Phone calls and emails to medical practices to arrange demonstrations of our Referral Portal scheduling software. Includes reaching out to existing customers as well as making cold calls.
2. Coordinate with account managers to schedule demonstrations.
3. Email marketing materials to sales contacts.
4. Develop and maintain current product knowledge.
5. Explain features and benefits of our products.
6. Identify sales prospects.
7. Establish and maintain current client and potential client relationships.
8. Prepare status reports, including activity, follow-up and goals.
9. Communicate feedback gathered through sales activity to manager.
10. Coordinate with account managers to close sales.

Required Knowledge and Skills

1. Successful Referral Consultants are outgoing, enthusiastic, well organized, driven to succeed—and they love technology. They usually have a background in medical practice referrals, physician liaison, ophthalmology or other medical services, or sales.
2. Strong aptitude for technology. Experience with healthcare software systems a plus. Ability to develop a solid understanding of Sophrona technology and the healthcare technology industry in Ophthalmology.
4. Strong interpersonal skills. Ability to effectively establish open communication and trusting personal rapport with customers. Ability to persuade and influence others.
5. Strong organizational skills.
6. Knowledge of sales promotion techniques.
Organization

1. This position will receive a base salary plus commission.
2. This position may be offered as a part-time 1099 independent contractor position, or a full-time W-2 employee position.
3. The person in this role may be asked to work additional hours in order to support important team deadlines or customer support issues.
4. Requires willingness to work a flexible schedule with possible occasional overnight travel to current and potential clients.
5. Must maintain a professional appearance and provide a positive company image to the public.

About Sophrona Solutions

Sophrona is an innovative healthcare technology firm offering profitable patient communication solutions to ophthalmology practices nationwide. We have a creative and collaborative culture where colleagues are encouraged to do what they love and where their contributions are essential to our continued success. We place emphasis on a can-do attitude, resourceful thinking and enthusiasm for an environment that is flexible, dynamic, and entrepreneurial.

Sophrona provides a generous benefit package, including matching 401(k); health insurance; sick leave; short- and long-term disability insurance; life insurance; paid holidays; paid vacation. Our colleagues enjoy the benefits and flexibility of working from a personal home office.

We adhere to a strict non-solicitation policy of client employees. Client employees must provide a letter of recommendation from their employer before entering into employment discussions with Sophrona. A basic background report is processed upon job offer and acceptance.