



Pearson
ALWAYS LEARNING

Product Specialist/Sales Consultant Clinical

Objective

Serving customer accounts, maintaining positive relationships, maximizing revenue and pursuing qualified leads across the Nordic countries. Through this service you will help to build, maintain and develop our role in the Clinical Assessment market.

Main accountabilities

Sales, Customer Accounts and Customer Management

- Acquire new customers and maintain and expand relationships with existing clients, associates and partners. Work with procurements and RFT:s.
- Demonstrate the benefits and features of our products and services to customers. Provide presentations and workshops through webinars and on-site customer visits in the Nordic countries.
- Maximize sales to diverse customer groups and provide a positive customer experience. Responsible for achieving a yearly sales target.
- Advise customers regarding the use and interpretation of Pearson products.
- Ensure the handling of sales related questions, quotes and complaints from customers.
- Provide customer support, either directly, or through our customer support agents.

Product knowledge

- Develop and maintain product knowledge, own understanding of relevant working practices and keep abreast of current legislation and practice in order to meet customer needs.
- Keep up to date with product features and updates. Provide training and feedback to colleagues as required and transfer knowledge to our customer support agents.
- Support Marketing in creating content for websites and newsletters, white papers, user guides, FAQ, product sheets and other information and communication materials.
- Maintain an awareness of competitors products and new developments in clinical products and services.

Events and market

- Attend and organize the exhibitions, conferences and study days.
- Work collaboratively with colleagues to organize and deliver events and training for clinical products and services.
- Explore and analyze market trends and customer usage data, in order to improve the products and optimize the user experience, identify market needs, competition, and gain insight or support decision making.
- Improve sales processes by finding new channels to market our products and generate leads.

Required skills

- Initiative/Acting proactively
- Commercially driven
- Quality focused
- Customer focused
- Exact/Accurate
- Flexible
- Judgement
- A passion for learning

Qualifications

- Master's degree in psychology, with a minimum of 2 years' experience in psychological instruments and/or diagnostics.
- Presentation and communication skills.
- Knowledge of the clinical assessment market.
- Excellent oral and written skills in English and one of the Nordic languages (Swedish, Danish or Norwegian)
- Computer skills, including Word, Excel, email, presentation applications, webinar applications, Apple Ipad and CRM applications.
- Driving License held for a minimum of six months.

Pearson offers you a challenging job in an organization with room for initiative, in a professional ambiance and with an attractive benefits package. This position is full-time (40 hours per week). We apply 6 months probationary employment. Traveling, and occasional evening/weekend work may be required.