

## **Sales Performance Manager Job Description**

### **Job Details:**

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**Days of Work:** Monday - Friday  
**Working Hours:** 08:30 - 17:00  
**Reports to:** Director  
**Department:** Sales  
**Place of Work:** European Medical Group Ltd t/a European Medical Journal  
Coppergate House  
16 Brune Street  
London  
E1 7NJ

### **Job Description:**

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You will be responsible for the management of the performance of the sales and client services team, ensuring all targets are tracked and the necessary training given to make sure they are all exceeded.

You will need to ensure relationships with industry (Pharma and Biotech) are researched, built and grown within the relevant EMJ journals and supplements. Reporting into the senior management team weekly to update the status of all the sales activities.

### **What you will be doing:**

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- Managing sales and client services by training and then tracking the KPI's
- Researching new methods and evaluating work progression, quality and results
- Setting 90 day, monthly, and weekly targets
- Communicating between relevant departments and senior management team
- Ensuring relevant training is available and given
- Making sure the highest quality of customer care is maintained
- To ensure accurate records are kept up to date on our CRM system
- Create strategies for customer acquisitions and customer retention
- Maximise business development opportunities

### **Skills needed:**

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- Live the EMJ values
- Complete buy in, 100% self-reliant and willing to go the extra mile
- Good attention to detail
- Fantastic communication skills
- Results oriented but customer focused
- Highly organised
- Great analytical skills
- Good judgement - decision making ability
- Be a confident coach and team builder that can manage performance to an exceptional level

## Company Goals/Values

The goal of the European Medical Group is to become *'The go to place for healthcare professionals in Europe by 2025.'* The reason for this and the reason we are in business is *'To challenge and equip everyone to be the best they can, whether that is healthcare professionals, clients, staff and everyone else we interact with.'*

We want to build our Brand to be ***Energetic, Trusted, Progressive, Open-Minded and Best in Class.***

We work and live by the following values and want everyone that works here to do the same.

**E**ntire buy in - Everyone has ***loyalty*** to our vision, values, culture, and the long-term goals of EMG. We are committed to doing so in a ***positive*** and ***passionate*** way.

**M**ake sure you are self-reliant - We all need to be ***proactive*** and responsible for our own actions. This will lead to an ***inspiring*** place to work that we are all ***proud*** of.

**G**o the extra mile - Always give your best performance, this will create a team that is ***different*** to anything else, full of ***hard working, gold medal winners.***