



**JOB TITLE:** Sales Coordinator

**POSITION:** Full time and Permanent. Monday-Friday, 8:30am - 5:30pm (One hour flex start time). Flexibility for slightly earlier mornings / later evenings required during live events.

**OFFICE LOCATION:** Your work will occur at 300, 1201 West Pender St., Vancouver, Canada

**COMPENSATION:** Annual Salary, Paid Holidays, Extended Medical Benefits, Gym Membership

**TARGET START DATE:** November, 2018

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#### **JOIN THE GOLD FAMILY!**

GOLD Learning Online Education (GOLD) has been dedicated to providing evidence-based online education to Health Care Professionals in the maternal-child health care field for over 10 years. Through our unique online format, we provide virtual education from the world's leading researchers, clinicians, and educators. The GOLD format is appropriate for health care professionals who have limited time and/or budgets, and who want to remain close to their workplace and clients.

GOLD currently hosts four annual online conferences for maternal-child health care professionals. In addition, we have an online library which hosts archived conference materials and other exclusive live and pre-recorded learning materials from a range of speakers and associations we have partnered with. Please visit [www.goldlactation.com](http://www.goldlactation.com) and [www.goldlearning.com](http://www.goldlearning.com) to get an idea of what we do!

#### **JOB SUMMARY**

The Sales Coordinator will support the Event Manager in meeting set goals for all assigned GOLD conferences and related events (our events are held entirely online). Primary duties will include prospecting, connecting by phone and email and providing administrative assistance to Group Coordinators (Persons, Hospitals, Clinics, etc. bringing 10+ delegates to our conferences). The Sales Coordinator will provide reports to GOLD Content Partners and Virtual Exhibitors regarding visitor and sales statistics from our websites. General assistance with online meeting coordination and execution, delegate correspondence and other miscellaneous duties will be discussed and assigned by the Event Manager on a weekly basis. This is a new position within our company so we expect the duties will evolve over time.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty:

- Maintain a key presence online and via phone for sales efforts
- Assist with registrations, incoming & outgoing funds and payments
- Carry out research projects to build customer databases and refine company procedures
- Live event support - Technical Support for Delegates, logistics assistance (training provided)

## QUALIFICATION REQUIREMENTS

Preference will be given to candidates who are able to demonstrate the following attributes:

**Attitude & Values:** Our company is focused on advocating for Women's Health. Any demonstrated passion or experience with this group would be preferred. This position is suited to a self-motivated, professional person who can confidently work with a variety of people from different cultures and backgrounds and provide excellent customer service. Diplomacy, tact and a sense of humour are important to the success of this person.

**Sales:** Creating, tracking and closing leads will be your focus therefore successful experience within a sales primary environment is required. As we are selling education, a background in intangible sales would be an asset.

**Administration:** Must be proactive, logical, efficient, and have an ability to juggle multiple shifting priorities as we have multiple event timelines to monitor! Must be comfortable with basic math skills such as calculating percentage and amount discounts. Familiarity with creating and tracking invoices would be an asset. While we do not currently have a CRM tool we are interested in experience you might have with them.

**Language & Communication:** Excellent written and spoken business English required. Ability to read and comprehend instructions and write effective business correspondence required. Ability to clearly present information in small group situations is a must.

**Technology:** General knowledge of Mac, PC and Mobile devices. Social Media Savvy. Excellent knowledge of Microsoft Word, Excel & PowerPoint 2007+ is a must. Any experience with collaboration software (ex: We use Office 365, Google Docs & Adobe Connect for webinars) or design software would be beneficial.

## EDUCATION AND/OR EXPERIENCE:

A university degree or college diploma in business, hospitality administration, education, health sciences or related studies preferred. At least 2 years of sales or other relatable experience may substitute for formal education.

## HOW TO APPLY:

Please forward your cover letter letting us know you read this and poked through our websites alongside your resume to [joinus@goldlearning.com](mailto:joinus@goldlearning.com) to the attention of Andrew Dergousoff. Please note the job title in the subject line.

Note: If chosen for an interview, we typically conduct two - with the first giving you more context about the job and answering any questions you may have for us. If this goes well, we will then leave you with a small homework assignment so we can understand your working style better and invite you for a second interview. During the second interview we will review your assignment and invite another colleague or two to meet you as well so we can all see what the team dynamic is like. Thank you in advance for your patience with us as we try to find the best fit for us and our Delegates!