



JOB DESCRIPTION

The Group Sales Coordinator serves as an integral support role within the Sales department of GOLD Learning. Their responsibilities pivot around assisting in the implementation of the sales strategy, handling group customer support, and ensuring a smooth operational workflow. By directly interfacing with potential group coordinators and managing essential administrative tasks, the Group Education Coordinator drives the success of both live events and our range of product offerings. The role requires close collaboration with other sales positions, especially the Group Education Specialist and Manager, to ensure a streamlined and integrated outreach process.

ABOUT THE GOLD LEARNING FAMILY!

GOLD Learning Online Education (GOLD Learning) provides evidence-based online education to Health Care Professionals in the maternal-child health care field. Since 2007, GOLD Learning has been connecting healthcare professionals, academics, students with the world's leading researchers, clinicians, and educators and empowering them with new skills and perspectives to further improve patient outcomes. Our accredited, online learning programs are ideal for health care professionals with a limited amount of time or budget yet want to maintain the highest education standards for their work and clients.

GOLD Learning hosts several annual online conferences, events, and symposiums including the world's largest Lactation Conference. Additionally, professionals can access on-demand education through our year-round online lecture library, which boasts over 800 hours of content from our events as collaborative partnerships.

Please visit www.goldlearning.com to learn more!

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Sales and Outreach:** Engage with associations, hospitals, health authorities, industry partners, and other potential group leads to drive sales and establish new relationships.
- **Client Support:** Serve as the primary point of contact for group coordinators, addressing their queries, resolving issues, and ensuring they have a top-tier experience with our offerings.
- **Operational Management:** Utilize our Customer Management System (Pipedrive) and manage the inbound group registration enquiries, ensuring all leads and communications are tracked effectively.
- **Sales Reporting:** Provide regular updates and reports on sales activities, promotional strategies, and customer feedback.
- **Research and Development:** Conduct data/list research to identify potential leads and partners. This includes targeting for live events, Preferred Education Partnerships (PEP), and Preferred Training Partnerships (PTP).
- **Invoice Management:** Handle the invoicing & promo code process for coordinators & industry partnerships and ensure timely payments from clients.
- **Collaboration:** Work closely with the Leadership and other sales positions to ensure an integrated and effective sales approach. Attend regularly scheduled weekly sales team and full company meetings.

THIS IS FOR YOU IF:

- You are detail-oriented and can effectively manage multiple projects, maintain order in workflows, and keep track of sales leads and follow-ups.
- Have a Technical Proficiency: Comfortable with CRM platforms like Pipedrive and other software such as Microsoft Word/Excel, Google Docs/Sheets, and other digital tools that facilitate sales and customer management.
- You thrive in research, data mining, and analytical prospecting.
- Sales excite you, especially in establishing new relationships and nurturing them.
- Your communication is clear, concise, both verbally and in writing.
- You hold education in high esteem and are passionate about supporting healthcare professionals.

- Your background includes B2B, B2C sales, especially within healthcare administration or healthcare sales.
- Your approach is positive, personable, and consistently determined.
- Independence is your strength, but you also value team dynamics and promote a positive team environment.
- You adapt swiftly, embrace change, and thrive in a growing company environment.
- A self-disciplined and energetic work ethic defines you, especially in a remote work setting.

ATTITUDE & VALUES

Our company is focused on advocating for pre and post-natal 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 diverse cultures and backgrounds and provide excellent customer service. Diplomacy, tact, and a sense of humour are important to the success of this person.

LANGUAGE & COMMUNICATION

Excellent written and spoken business English required. Ability to read and comprehend instructions and write effective business correspondence required. Any additional language skills would be an asset.

JOB OVERVIEW

Hours: 40 per week

Job Type: Full-time, Permanent

Pay: Starting at \$50,000.00 per year

Work from home allowance: \$1,200 year

Annual Commission: ~\$5,000 – 10,000

Benefits: 2 weeks paid vacation / comprehensive medical plan

Location: Our headquarters office is located at Suite 710, 1201 West Pender St., Vancouver, Canada. This is a work from home position for the foreseeable future.