

JOB DESCRIPTION

Job Title Head of Sales	Department Sales and Partner Management Department
Reporting to Managing Director	Experience eligibility: 12+ years

About us

DKMS Life Science Lab India Private Limited (DKMS LSL India) is a subsidiary of the non-profit organisation DKMS Life Science Lab Germany (DKMS LSL). As subsidiary, DKMS LSL India represents a vital element of DKMS' global initiative to improve the clinical outcomes for patients with blood cancers and other blood disorders.

In pursuit of this mission, DKMS LSL India specialises in the development of advanced diagnostic solutions that are indispensable for the comprehensive management of blood disorders. DKMS LSL India and DKMS LSL work together to employ cutting-edge next-generation technologies, sophisticated analytics, and advanced informatics to create diagnostic tools that meet four critical criteria: exceptional accuracy, consistent reliability, rapid turnaround, and cost-effectiveness. This approach ensures that healthcare providers worldwide have access to essential diagnostic solutions that are both reliable and affordable.

Working Hours: 9:30am to 6:15pm

Location: Kolkata

Position Summary

The Head of Sales at DKMS Life Science Lab India will be reporting to the Managing Director. They will be responsible for Account, Sales Management and Customer support. The role is liable for reaching set sales targets. Involves day-to-day tasks such as developing and implementing sales strategies, strategies for managing and growing client accounts, leading the sales team, and ensuring Organisation goals are met.

Responsibilities

Sales Strategy and Business Management:

- Develop and implement sales strategies, forecasts, and budgets.
- Develop sales and distribution policies that reflect the organisation's goals.
- Share insights from client interactions with product teams to enhance product capabilities.
- Collaborate with members of the Marketing team to penetrate key markets.
- Research and identify new markets, clients, and business opportunities.
- Participate in forums to keep abreast of new changes in the industry and practices.

Account Management and Customer Support:

- Assume overall responsibility for customer-related operations of the laboratory.
- Proactively contact key stakeholders in the client organization to pitch for product offerings.
- Negotiate with the client on project value, key deliverables, contractual and term.
- Manage entire customer deal life cycle from prospecting to deal closure stage.
- Guide establishment of customer relationship management systems (CRM) and implementation of guidelines to manage customer relationships.
- Represent LSL-India at conferences and public events.

Managerial Oversight and Development:

- Lead recruitment processes and conduct appraisal interviews to build a high-performing sales and customer support team.
- Manage disciplinary matters, mediate conflicts, and facilitate employee development.
- Set sales targets, budgets, and KPIs, and track performance against goals.
- Outline objectives in key target areas such as sales volume, distribution channels to guide promotions and sponsorships.

Reporting/Communication:

- Responsible for drafting detailed and accurate sales reports.
- Monitor sales metrics and provide regular reports to managing director
- Communicate and inform LSL India employees about lab strategy, products & communication strategy

Compliance:

- Ensure sales regulation compliance requirements are followed.
- Stay updated with changes in regulations affecting the laboratory sector & pharma market.

Key Skills

- Strong background in Sales, Marketing, Client Acquisition, and Business Development.
- Strong understanding of laboratory services and diagnostics market
- Highly organized with strong attention to detail.
- Excellent communication and interpersonal skills, with the ability to inspire and influence sales teams at all levels.
- Ability to develop and execute strategic sales plans.
- Strong leadership and team management experience.

Qualifications

- Minimum of 12 of experience in sales and marketing in the pharmaceutical industry with at least 5 years in a leadership role in the healthcare or diagnostics industry.
- Masters in Commerce/Science or MBA in Sales & Marketing.
- Familiarity with CRM tools such as Salesforce
- Ability to travel as needed for in-person training and coaching sessions.