



SEM Applications, Inc.

PO Box 583

Oregon, Missouri 64473

Tel: (816) 399-5004

Email: jobs@sem97.com

Web site: www.semapplications.com

Position Title: Sales and Customer Retention Specialist

Position Description:

Market EMS guardianship software through product demonstration, phone calls, and face-to-face interaction to grow customer base and increase annual revenue. The successful candidate will be a good communicator on the phone, comfortable leading web meetings that demonstrate the software, and interested in building an in depth knowledge of the EMS application. Connect with prospective customers to move them through the sales cycle, starting with demonstrating the EMS platform to them, leading them through the contract process, and organizing and arranging implementation time lines and go-live dates. This position will also require follow up with existing customers to ensure their satisfaction and continued usage of EMS. Conference attendance is required to develop new customer relationships and identify future prospects. Discipline, organization, integrity, and willingness to work as part of a team are key elements of success for this position.

Essential Functions:

- Prepare marketing and advertising materials; Create and schedule presentations/speaking opportunities; and attend industry-specific conferences.
- Use available resources including phone, email, and web conferencing to present EMS solutions to prospective customers.
- Maintain accurate/up to date price lists and product literature.
- Keep management informed by submitting activity and result reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitor competition by gathering current price points, products, merchandising techniques, etc.
- Work with Project Managers to ensure successful implementation and go live. Continued follow up with current customers to ensure satisfaction/retention.
- Recommend changes in products, service, and policy by evaluating customer/prospective customer needs.
- Maintain professional and technical knowledge by attending educational workshops at conferences, networking with Guardians and Fiduciaries, and working with EMS staff to enhance EMS knowledge and problem-solving skills.
- Provide feedback on annual conference travel schedule by identifying best markets, conference requirements, marketing strategies, and budgeting coordination with SEM Applications office manager.
- Accept ownership of assigned tasks and explore opportunities to support team members in other projects/tasks as assigned.

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Qualifications and Experience:

- Customer Service/Sales experience strongly preferred
- Must possess excellent written/verbal communication skills
- Presentation experience preferred
- Experience with MS Office products (Excel, Word, Outlook, PowerPoint, Publisher, etc.)
- Strong problem solving skills—the ability to interpret what the customer is trying to accomplish and translate that into what the EMS system can do
- Ability to accomplish assigned tasks with minimal supervision
- Solid organizational skills
- Ability to travel overnight; generally 10-15 trips per year, 2-4 days each.

If this is the right position for you, please submit your resume, cover letter (including salary requirements), and references to jobs@semapplications.com