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**Job Description**

**Title:** Inside Sales Manager - VUMC

**Reports to: VP**, Healthcare

**Prepared: February 20, 2025**

**Summary**

The Inside Sales Manager – VUMC provides customer service, pricing, sales and account management for Vanderbilt University Medical Center and related entities. The primary focus of this role is helping client with complex needs involving reconfigurations, refurbishment and service. Specific VUMC departmental assignments within the ORI VUMC team shall be evaluated on a periodic basis.

**Primary Duties and Responsibilities –- VUMC**

* All duties associated with selling ORI and our solutions to assigned VUMC clients and facilities, for new furniture projects.
* Coordinating and handling client reconfiguration requests, labor-only requests, and reupholstery/refurbishment requests
* Ability to organize and prioritize multiple requests simultaneously.
* On-site face-to-face meetings with VUMC personnel, as needed.
* Proposal of products which meet and exceed clients’ expectations, using VUMC standards where appropriate.
* Maintaining relationships with key VUMC personnel
* Keep VSimple and Netsuite CRM updated.
* Assisting PM with scheduling installation, if needed
* Working closely with the internal ORI design team assigned to VUMC account.
* Conduct annual Customer Feedback meeting with key VUMC personnel.
* This role is estimated to be 80% related to reconfigurations, labor-only requests, and refurbishment, and 20% related to new furniture purchases.

**General Responsibilities**

* Provide periodic updates to VP of Sales.
* Maintain professional and courteous attitude at all times.
* Maintain company procedures and policies.
* Learn and maintain a thorough understanding of healthcare furniture options, as well as services and ancillary items provided by ORI.
* Participate in bi-weekly departmental meetings.
* Completion of assigned goals.
* Other duties as assigned.

**Supervisory Responsibilities**

None

**Departmental Goals**

* Assist with determining and implementing new goals.
* VUMC annual booking and GP goals, which will vary by year.
* Minimal COQs

**Physical Demands**

* Position requires standing under 1/2 of time
* Position requires walking under 1/2 of time
* Position requires sitting 1/3 to 1/2 of time
* Position requires reaching under 1/3 of time
* Position requires keyboarding about 50% of time
* Position requires close vision 50% of time
* Position requires distance vision under 1/3 of time
* Position requires climbing stairs under 1/3 of time
* Position requires travel- within 1 hour of main office approximately 1/2 of time
* Position requires travel – outside 1 hour of main office under 1/4 of time
* Position requires regular and reliable attendance
* Position requires English and grammar usage skills
* Position requires reading/interpreting instructions

**Safety Training Required:**

None

**EQUAL OPPORTUNITY EMPLOYER**

*We are an Equal Opportunity/Affirmative Action Employer  
Qualified applicants will receive consideration without regard to their race, color, religion, sex, sexual orientation, gender identity, disability, and national origin.*