



**DATE** June 2023

**SUMMARY**

ROLE	Inside Sales / Sales Administrator (USA)
LOCATION	Work from home, Maryland or Texas Residents preferred
REPORT TO	Global Sales Manager
HOURS	20 hours weekly with potential to increase to full-time
COMPENSATION	Commensurate with Experience

**THE COMPANY**

THOR Photomedicine is a fast-growing (40 people, \$10M+ t/o) medical laser (Photobiomodulation) company in Amersham, Buckinghamshire. There is a US subsidiary based in the United States. THOR has world-changing ambitions and an enthusiastic workplace environment. See the CEO’s speech at the United Nations and US Congress to understand what we do THORlaser.com

**THOR’s CUSTOMERS AND RESEARCH PARTNERS INCLUDE**

Harvard Medical School	Manchester United	St Jude Childrens Hospital
Stanford School of Medicine	Philadelphia Eagles	Royal Childrens Hosp (Melbourne)
University of Pennsylvania	Toronto Raptors	Albert Einstein University, NY
Memorial Sloane Kettering	Phoenix Suns	Hebrew University of Jerusalem
US Navy Seals	UFC	University of Sydney
US Airforce	Buffalo Bills	Universitat Barcelona
US Special Operations Forces	Arizona Cardinals	University of Texas
British Army	Detroit Lions	New York University
Royal Airforce	Washington Redskins	Veterans Affairs Hospitals
Royal Navy	Nike Oregon project	Tel Aviv University
NHS	LA Clippers	Sick Kids Hospital

**CONTEXT FOR WORKING WITH THOR**

THOR helps humankind live worthwhile, healthy and happy lives whilst maintaining the species and taking care of the planet we live on.

THOR’s contribution is as follows

## **MISSION**

Heal and relieve pain

## **VISION**

Photobiomodulation in every department of every hospital

## **VALUES**

Our decisions and actions must work for all stakeholders

- Customers and patients
- Suppliers
- Employees and their families
- Shareholders
- Our community and the rest of humankind
- We will be professional, honest and fair in all our dealings

## **ATMOSPHERE**

We are all excited by the benefits our products provide and are focused on achieving our vision.

## **ROLE OVERVIEW**

Reporting to the Global Sales Manager

Pre-Sales: To provide support for THOR's North, Central and South America, Account Manager. Working closely with the team, ensure all incoming leads are quickly distributed or responded to and the customer is supported throughout the purchasing process. Support the team in planning, attending and maximising exhibition attendance.

Post-Sales: Work alongside the UK Sales Administration Team to produce Sales Orders and Invoices as required for either purchases, service/repairs or relocation of equipment.

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

Include but not limited to:

### **Support Outside Sales and Marketing to meet company sales targets including:**

- Ensure NetSuite sales pipeline records (enquiries) are up-to-date and accurate
- Work with outside sales to ensure response to all internet and email leads within hours
- Send prospects links, brochures and quotations
- Respond to inquiries from consumers for locations to receive treatment with THOR devices
- Follow up on sales opportunities on behalf of Outside Sales (if requested)
- Do after sales calls, emails, letters if required
- Promote attendance at THOR Training courses and Webinars
- Attend THOR training courses (as required) to meet prospects and improve your knowledge
- Attend trade shows as a representative of THOR alongside other team members

### **Sales Administration duties including:**

- Sales order processing. This could include raising order confirmations, invoices and processing payments

- Liaise with customers about the status of their order, enquiry or any other topic they have raised
- Accurate data entry regarding location of finished goods
- Organise service/repairs of customer equipment whilst liaising with the USA or other international service centres
- Work with Sales Admin Manager and Logistics Manager to coordinate and prioritise the dispatching of goods
- Ensure actions comply to the QMS where appropriate
- Communicate with all departments as appropriate
- Looking after the customer from order through to delivery of system and assisting with all pre and post sales care
- Contribute to team spirit and continual improvement within the company and undertake any other reasonable task considered appropriate senior management

## **KNOWLEDGE AND SKILLS TO BE SUCCESSFUL IN THE JOB**

**Education Required:** Bachelor's Degree or Equivalent Work Experience

**Education Preferred:** Bachelor's Degree

**Years of related experience:** 2-4 years sales / administration experience

## **REQUIREMENTS:**

- A self-starter, willing and able to take initiative
  - Excellent verbal, written communication skills and memory for names, faces, numbers and geography
  - Ability to serve, qualify and develop prospects
  - Excellent at planning, scheduling and organizing both yourself and others
  - Excellent CRM, email, web search, social media skills, word processing and spreadsheet
  - Ability to learn and understand the THOR technology
  - Ability to learn and relate to customers in our various markets, both geographically and customer types
  - Some knowledge or interest in medicine, dentistry, surgery, veterinary medicine, exercise, professional physical sports, anatomy, biology or healthy living
  - Ability to sit and use a computer for extended periods of time
- A passion to provide an excellent customer support experience  
 Ability to maintain a high level of data integrity along with excellent attention to detail  
 Ability to multi-task, prioritise and manage time effectively
- Some US and foreign travel may be required

## **PERSONAL ATTRIBUTES**

- Self-aware and approachable
- One of the team
- Ability to speak, read and write to a good level of English

## **OTHER MATTERS**

THOR absolutely provides fair and equal employment opportunity for all associates and job applicants REGARDLESS of race, colour, religion, national origin, gender, sexual orientation, age, marital status or disability. We hire and promote individuals solely based on their competence as it relates to the job to be filled.

Compensation is commensurate with experience.

## **HOW TO APPLY**

Contact Sandy Saggs, Operations Manager - [careers@thorlaser.com](mailto:careers@thorlaser.com)