



## Job Description

Job Title:	In-Service Coordinator	Department:	Operations
Location:	Wixom, MI	Classification:	Exempt
Reports to:	Operations Manager	Created on:	02/22/2019

### Summary:

The In-Service Coordinator is an entry level Sales/Healthcare/Business Development position that is primarily responsible for developing positive business relationships with physicians, referral sources and health plans in order to generate new business in a designated territory. The In-Service Coordinator will actively call on targeted accounts to explain and promote J & B Medical Supply services, as well as cold calling. This position will interface with a wide range of medical professionals, as well as patients and families of patients, on a daily basis to drive business results.

### Essential Functions:

1. Develops and maintains strong customer relations with physicians and key staff.
2. Conduct in-services at health plan offices.
3. Problem solving for physicians and physician offices. Assesses and identifies potential operational improvements that serve to improve operations, quality, service, and business development.
4. Provide feedback to internal operational support staff that work with appropriate departments, administrators and physicians to ensure that medical staff and community service needs are identified, addressed and resolved.
5. Act as a conduit for information between the customer and operational leadership of the company.
6. Attends vendor informational service events.
7. Maintains a regular presence with all accounts.
8. Daily documentation, strategic goal-planning and problem-solving.

### Key Competencies:

1. Results Driven
2. Problem Solving/Analysis
3. Customer/Client Focus
4. Decision Making
5. Project Management
6. Communication Proficiency
7. Teamwork Orientation

### Supervisory Responsibilities:

This position has no supervisory responsibilities.

### Work Environment:

This job operates in a call center office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### Physical Demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position may occasionally lift up to 25 pounds for files, samples and supplies.

Initials \_\_\_\_\_



**Position Type:**

This is a full-time position; 40 hour minimum, with the expectation to maintain a regular work schedule. Occasional evening and weekend work may be required as job duties demand.

**Travel:**

Moderate to extensive travel is to be expected. Frequently travel is outside the local area and overnight.

**Required Education and Experience:**

- 1. Bachelor’s degree

**Preferred Education and Experience:**

- 1. Working knowledge of the medical industry.
- 2. Demonstrated ability to work in an unsupervised environment.

**Additional Eligibility Qualifications:**

- 1. Reliable transportation with valid state Driver’s License.

**Other Duties:**

All other duties as assigned by management. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are request of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_