

Diamed has been proudly serving customers across Canada since its inception over 40 years ago. A Canadian laboratory equipment supplier with offices, equipment service department, warehouse and distribution center located in Mississauga, Ontario, Diamed strives to constantly achieve the highest level in customer satisfaction and represents many of the industries foremost and well respected brands.

Diamed is currently looking for a **Territory Manager (Ottawa)** to join our team. You will be covering the Ottawa & Kingston regions, employed in a work from home basis though you are expected to travel intensively locally or between provinces. The Territory Manager has to visit customers based in their jurisdiction, based on the sales cycle.

This is a permanent, full-time position, based on 30 hours per week. Further information respecting the position can be found below.

### **Position**

As a Territory Manager (Ottawa), you will be responsible for all sales activities in Ottawa, Ontario. The primary job function of the Territory Manager is to sell Diamed products and to achieve sales targets assigned each fiscal year. The Territory Manager is expected to act independently, proactively and professionally, making regular direct sales calls and follow ups on existing accounts while opening new accounts in the territory.

Duties will include the following:

- Promote Diamed lab equipment, consumables and life science products and provide samples to existing and potentially new customers.
- Present the consumable & life science products to all existing and new customers using the current promotional material.
- Demonstrate Diamed lab equipment, consumables and life science products to all existing and new customers to ensure customer's proper understanding of operation and maintenance of Diamed products.
- Disseminate all current promotional material for customer use.
- Provide customers with timely and accurate quotations where required using the company Quote system.
- Build positive relationships with customers to enhance Diamed's image and customer base.
- Maintain contact with existing customers and address all concerns and enquiries within a reasonable time.
- Provide ongoing support to customers as needed to ensure top customer service, e.g. assessing the customer's requirements, finding the correct product for the customer's application, and assisting and/or expediting customer interaction with Diamed Head Office.
- Attend weekly Sales Meetings (Skype/GoTo Meeting) with other Diamed territory managers and Head Office staff.
- Set up and run Diamed Shows.

- Conduct sales using the CART program where it is advantageous.
- From time to time, you may be asked to help/resolve additional tasks, projects or responsibilities as needed.

## **Qualifications**

We are looking for candidates who meet the following minimum requirements:

- One or more Post-Secondary degrees in the field of Science related to Molecular Biology and/or Genetics is required.
- 3 to 5 years of Laboratory experience, Laboratory Management and/or Sales Experience in the field of Molecular Biology, Genetics of Consumables, Reagents, Medical Devices, Service and Equipment is required.
- Fluent in English, understanding English audibly, orally and in written forms. The ability to communicate in French, audibly, orally and in written forms would be an asset for potential candidates.
- Valid G Class License or equivalent is strongly recommended.
- Friendly, Approachable, Dependable and Reliable with the Ability to take ownership and initiative.
- Excellent problem solving, interpersonal and communications skills.
- High level of commitment to exceptional customer service with good telephone presence and manners.
- Self-motivated team player capable of managing multiple priorities in a rapidly changing environment.
- Strong computer skills and be proficient in MS Office – Outlook, Word & Excel – and the ability to learn how to interact and keep updated the computer software we use to operate our company.
- Previous ISO 13485 – MDSAP experience and First Aid/CPR certification would be assets for potential candidates.

## **Compensation**

We offer the following compensation package, which includes:

- Wage: \$63,000(include commission) per annum based on 30 hours of work per week
- Vacation: 10 paid days per year
- Benefits: extended medical and dental

## **Apply**

If you are interested in the position, and meet all of our qualifications, please send a copy of your cover letter and resume to [hr@diamed.ca](mailto:hr@diamed.ca). All applicants must include a cover letter that clearly outlines how they meet the above-noted requirements for the position.

You must be legally able to work in Canada to apply for this position. We thank all those that are interested in this position, however only those selected for an interview will be contacted. No phone calls please.

**Company**

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