



## **Trusted Assessor- Southern Region**

(Reporting to National Contracts Manager) To apply please send your CV to recruitment@homecaremedical.ie.

### **Main purpose of role**

To demonstrate, assessing and placing “High Value” products such as Porta Harmony Chairs, Turnaid, Rotaflex Beds and Gantry Hoists, direct in client’s homes.

### **Territory**

The Territory is the Southern region

### **Main Duties:**

1. Provide excellent customer service
  2. Demonstrating our products and conducting assessments for a variety of customers in both their own home, our own stores, a nursing home environment, or a community setting
  3. Deliver and install products in customers’ homes ensuring that the customer is able to operate it successfully
  4. To spend approximately 21 days per quarter in Retail outlets or Nursing homes (or any other number of days and places, as directed by the company) to demonstrate products.
  5. To allocate and manage your time effectively so that all customer sectors are served
  6. To operate and communicate in a professional & personable manner at all times,
  7. Build and maintain effective key relationships with new and existing customers through Customer Contact
  8. Encourage and implement effective channels of communication and ensure consistency in approach in all customer communications
  9. Raise sales orders and develop clear and effective written proposals/quotations for current and prospective customers and achieving sales targets in the assigned territory.
  10. To Participate in local community events, shows and conventions.
  11. Make telephone calls and in-person visits, presentations and consult with existing and prospective customers.
  12. Responsible for representing the company's products and services to a defined customer base within a specific geographical area.
  13. Correctly inform Customers of Hire availability
  14. Liaise with the Hire Solutions Desk and TSM to co-ordinate visits to nursing homes, health centres and any other areas where public and private OTs are present
  15. Liaise with purchasing, warehouse and logistic functions to ensure an efficient delivery
  16. Assist colleagues when needed
  17. Record assessment requests, all conversations and visits on CRM
  18. Keep yourself up to date with product development including competitors’ products
  19. Perform additional ad hoc tasks as required by the Company. The duties listed are not exhaustive.
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### **Skills Required:**

A highly self-motivated individual, with excellent organisational and communication skills and demonstrate the ability to discuss the technical details of our products with confidence to every audience.

Excellent listening skills which will enable you to recommend individual specific solutions to a client, based on assessment, evidence and justification.

Ethical with an empathetic approach you will have the ability to identify our customers' needs and offer realistic solutions.

It is an essential part of this role that you successfully complete our Assessor Training Course

### **Experience:**

Previous sales experience in this industry would be desirable, although not essential, as full training will be given.

### **Qualifications:**

Leaving Cert or Equivalent

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### **Core Competencies:**

- **Customer Focus-** Demonstrate a high standard of customer service, striving to exceed the customer's needs, both internal and external. Takes Responsibility for problems and queries and ensures the customer is satisfied. Is polite and courteous and builds rapport with customers.
- **Communicating Effectively-** Demonstrates the ability to communicate clearly at all levels, verbally and in writing. Is clear concise and easy to understand. Seeks others' views and encourages contributions. Ensures information reaches the relevant people and that messages are understood.
- **Team working-** Develops positive working relationships with colleagues. Offers advice and assistance when required. Sharing knowledge and experience. Contributes to team effectiveness
- **Results Orientation Including Planning and Organisation-**Demonstrates the ability to achieve results, changing direction as and when necessary. Is able to plan and organise workstation and daily tasks to assist performance and achieve objectives. Manages the delivery of service daily. Identifies what needs to be achieved and develops plans to deliver



**Homecare  
Medical**

HRF-02 Job Description Trusted Assessor South

optimum results within constraints. Monitors progress adjusting plans when required. Keeps organised and accurate records

- **Contributing to the future of the organisation**-Is motivated to play a role in the organisations business. Is enthusiastic about the direction of the company and supports changes to achieve company aims. Seeks to develop own role and career and seeks to learn and develop new skills and knowledge. Goes beyond the defined role