

## **Inside Sales Specialist**

**Full-Time | Draper, UT**

**Monday–Friday (Shift options: 7–3, 8–4, or 9–5)**

**Base Pay + Commission**

### **About the Role**

Caddis Capital Management is growing, and we're looking for an Inside Lead & Renewal Specialist to join our team. This is an inbound sales role focused on supporting patients who are actively reaching out for CPAP equipment and related services.

You'll work with patients across multiple communication channels—phone, SMS, email, webchat, and online form inquiries—helping guide them through their questions, explain next steps, and ensure they feel supported throughout the process. While this is a sales position with commission-based earnings, success in this role depends just as much on empathy, listening, and clear communication as it does on closing.

This is a new and evolving role, and you'll play an important part in shaping how our inbound lead program grows over time.

### **What You'll Do**

- Respond to inbound leads from a variety of sources, including phone calls, SMS messages, webchat, email, and form submissions
- Use a consultative, patient centered approach to understand needs and recommend appropriate equipment
- Maintain a high standard of professionalism, empathy, and patient care in every interaction
- Help convert inquiries into completed sales while ensuring patients feel confident and informed
- Collaborate with the Inside Digital Sales team on messaging, workflows, and process improvements
- Provide a consistent, 5 star patient experience across all communication channels
- Step in to help cover inbound volume when needed and adapt as priorities shift

### **Who You Are**

- You enjoy sales and are motivated by performance, commission, and helping patients get what they need
- You're warm, patient, and comfortable speaking with people about healthcare related topics
- You communicate confidently across phone, text, email, and chat, and know how to adjust your tone for different situations
- You're comfortable handling objections and asking for the sale in a healthcare setting

- You can see the “big picture,” including insurance considerations, intake steps, CPAP therapy, and fulfillment
- You’re organized, detail oriented, and care about doing things right the first time
- You’re flexible and excited to help build and refine a role that will continue to evolve as the program grows

### **Experience & Skills**

- Experience in sales, healthcare, PAP therapy, or DME required
- Familiarity with CPAP equipment and patient communication is preferred
- Strong verbal and written communication skills
- Comfortable managing multiple conversations and digital workflows at once
- Experience with SMS messaging platforms (Podium experience is a plus)

### **Why This Role Matters**

- Your work directly impacts both patient health and outcomes and recurring revenue
- You’ll be part of a supportive team that values collaboration and growth
- You’ll have the opportunity to help shape a new role and influence how this program develops in the future