

Job Description

Job Title: Administrative Sales Support Assistant
Department: Corporate Sales Support
Reports to: Sales Operations Manager
FLSA Status: Non-Exempt: 8:00am – 5:00pm, Monday - Friday

Summary:

Assist Sales Operations Manager with Pricing Administration and customer information through our company-wide CRM, Compass. Sales Support should possess a positive attitude, professional presence and is expected to assist in proactively improving sales support/CRM processes, lead generation methods with CRM data, and marketing strategies by successfully managing Systel sales, marketing, and customer information while performing the following duties:

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Essential Duties and Responsibilities:

Pricing:

- Work with the Sales Operations Manager to maintain and update product pricing, service and lease rates in the CRM Software
- Maintain and update the Compass Library as a resource for the Sales Department.
- Publish equipment and service pricing/commissions for the Sales Representatives on Company approved products.
- Quarterly Business Reviews for major accounts upon request

Compass:

- Administer Systel CRM database, Compass, through Account/Customer Information entry, updating and continuous data auditing and organization.
- Assist in Territory Realignment for the branches by territory and account analysis and transfer.
- Responsible for all Compass Resources; Training, (new hire and continuing education), publishing Compass manuals to train end users, answer questions, and make changes to database as needed
- Pull and Review reports to perform tasks such as updating records, marketing campaigns, lease renewals, activity verification, and evaluating trends to serve as a source of information and intelligence for upper management
- Miscellaneous Compass day to day tasks as needed such as assigning new customer numbers, auditing data entered by branches, bookmarking documents, entering new customer information, testing programs and correcting errors as needed
- Responsible for continuing education on CRM Software Updates and Add-On Modules

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Corporate Bid Desk:

- Responsible for assisting in coordinating pricing, Bids, and Proposals through a Centralized Bid Desk for Major Account Business.
- Assist in planning and support for employee and customer events for the company
- Other duties as assigned by Sales Operations Manager or Marketing Director and or as requested by Branch Managers and Sales Personnel

Skills Required:

- Excellent organizational skills
- Strong computer skills to include: Microsoft Office with heavy concentration in Excel
- Excellent written and verbal skills
- Ability to manage multiple priorities and tasks
- Strong project management skills, deadline oriented