



Job Description

Job Title: Sales Support Specialist
Department: Sales
Reports to: Regional Branch Manager/VP, Division Manager or Team Leader
FLSA Status: Non-Exempt:
8:00 am – 5:00 pm Monday – Friday (40 hours per week)

Summary:

Provide Sales Support to a Regional Sales and Service Organization

Essential Duties and Responsibilities:

Essential duties and responsibilities of the Sales Support Specialist encompass sales and administrative support as follows:

- Promote the company with a positive attitude, and professional conduct and appearance at all times.
- Explain products/services & answer questions from customers, entering contact details into CRM.
- Assist Sales Reps by fielding telephone calls and emails from current & potential customers when the Sales Rep is out of office.
- Assist Major Account Reps in managing accounts & processing paperwork to ensure proper billing of equipment.
- Telephone, email, or write letters to respond to correspondence from customers or to follow up initial sales contacts.
- Provide in-house support for Sales Reps calling from the field needing account information from the CRM, pricing, or promotional information.
- Receive and check orders for accuracy before Sales Manager's signature.
- Correct any discrepancies in completed orders that do not pass audit at Corporate Level.
- Assist Sales Reps in obtaining correct lease documentation, upgrade quotes, credit approval, service credit, and special pricing requests from Corporate Level.
- Train Sales Reps on proper paperwork and paper flow of sales orders.
- Update and maintain Sales Promotions from Corporate for sales department.
- Handle House Accounts/Branch Sales paperwork that are not assigned to a Sales Rep and which no commissions are available.
- Assist Inventory Control by helping locate equipment, contact customers for delivery/move requests, and processing service swap paperwork.
- Assist Sales Reps with proper order procedure and ensure equipment orders are properly placed.
- Assist Sales Reps, Manager and Corporate with Bid paperwork by ensuring bid paperwork is properly filled out and providing additional information in regards to Systel service/products and quoted equipment specs.
- Provide assistance to Manufacturer Reps to ensure all needs are met for Sales Rep training provided at Branch level.
- Assist Sales Reps by putting together Systel information packets for new customers tailored to specific customer needs/requests to mail, email, or for Sales Rep Delivery.
- Maintain accurate and up to date files of all delivered equipment in individual folders assigned to each Sales Rep.



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Essential Duties and Responsibilities Continued:

- Maintain current and up to date information for each Sales Rep on whiteboard of all current quoted accounts to include customer name, equipment quoted, revenue, order placed, delivery of equipment, and completed order turned in.
- Maintain Monthly Branch Order Logs
- Assist Division Manager/VP/Service Manager with any additional requested duties.
- Maintain the Demo Room by ensuring machines are plugged in, on-line and ready for a customer demonstration at all times.

Skills Required:

1. Excellent organizational, written and verbal skills
2. Strong computer skills to include: Microsoft Word, Excel, Publisher, Outlook Calendar, and Power Point
3. Experience working with a CRM database
4. Solid phone experience and pleasant interpersonal skills
5. Ability to manage multiple priorities and tasks and be deadline oriented

Minimum Education:

High School Diploma with 3+ years of experience in a sales administrative support environment
Associate Business Degree preferred but not required depending upon experience.