

WITTIGS

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Job Title: Sales Support

Exempt: No

Job Type: Salary non-exempt, Full-Time, 40 Hours

Reports to: Opportunity Development Director

Basic Function:

Manages or supports project team for large or multiple accounts. Is responsible for all project and daily work order activities, much of sales and marketing, and full customer satisfaction for those accounts.

Specific Responsibilities and Duties:

Customer/Account Servicing

- Salesperson's support for coordinating dealer activities, services, orders and personnel for each assigned account; is accountable for account team's performance, including all marketing and operational decisions made by team members
- Provides timely response to customer's requests for products, services and/or information
- Maintains comprehensive understanding of customer's needs, corporate goals, business practices and satisfaction/performance criteria
- Maintains an on-going relationship with client personnel, and client third parties (contractors, A&D firms, etc.)

Project or Work Order Management

- Coordinates all customer projects and work orders; coordinates implementation of customer orders and service requests. Creates project number and quote.
- Reviews work plans, schedules and logistics established for customer's major projects.
- Completes any necessary revisions to order. Communicates revision to entire team.
- Coordinates with PSC to maintain successful project flow between designers, project managers, customer representatives/project coordinators, installation crews, etc.
- Provides frequent and regular status reports to customer regarding project and work order status
- Attends project and account meetings as required

Sales Order Management

- Develops plans and product specifications either on own or through work with the design department; produces detailed, accurate and professional looking quotes through own effort or in conjunction with dealership personnel (salesperson, designers, project managers, etc.)
- Works with service departments to develop service contracts to present to customer when complex services are sold (design, for instance) or for major projects (installation, design, project mgmt.)
- Assists salesperson in ensuring a responsible close of sale by confirming signed sales orders (and terms & conditions, if appropriate), client purchase orders and forwarding deposits requests when required
- Stays involved throughout sale implementation to ensure that any bottlenecks or changes in scope are identified and resolved, and that both customer and dealership are satisfied

Organizational Interfaces

- Works collaboratively with client and client's third party firms, including A&D firms, interior contractors, electrical and communication engineers, customer's IT group, etc.
- Assists with management of internal and external dealer team interfaces, including interface with subcontractors, manufacturers, etc.
- Manages team assignments to ensure work load activities are appropriately balanced and supported

Performance Expectations

- Participates in special sales business programs and meetings sponsored by the dealership or in conjunction with the dealership's designated furniture manufacturers; attends training and developmental sessions as determined by the dealership.

Process, Quality and Customer Satisfaction

- Ensures standards of performance are met for all customer work activities
- Assists with establishing costs and sell amounts for all account products and services, based on contract pricing, gross margin guidelines and established service pricing; is responsible for "cost-of-sale" against account purchases
- Assists with ensuring documentation standards are maintained for all account activities; ensures dealership process and procedures are followed

Sales & Marketing

- Supports the Sales Person in marketing full range of dealership's products and services to customer
- Provides frequent and regular follow-up with customer regarding information for products

and services including all support for customer's requests

Qualifications:

Education and Experience

- Associate Degree in Business or related field preferred
- Should have experience in an administrative support role for at least 2 years
- Experience in related sales experience preferred
- Clerical experience in a high-volume office
- Ability to multitask and switch focus quickly
- Proficient with common computer programs, including Microsoft Office
- Excellent 10-key and typing accuracy
- Excellent communication skills and the ability to oversee multiple clients and projects clients at once
- Good and convincing presentation Skills
- Accurate technical capacity skills
- Interpersonal skills in other to work harmoniously with clients or customers
- Must possess high standard Personal Credibility/effectiveness
- Ability to communicate and work cooperatively with all levels within the organization.

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