

## JOB PROFILE FORM

# Sales Support Specialist

## HIRING PROFILE

### Job Responsibilities

*Describe the job role and the day to day tasks involved.*

A Sales Support Specialist performs administrative tasks to support the sales team and help them to gain and keep customers. The Sales Support Specialist will also respond to customer complaints and queries and will ensure that all orders are processed in a timely manner. They will schedule consultations between sales staff and the prospective clients.

- Answering customer inquiries, scheduling meetings, and sales appointments, and following up with customers about their order status
- Developing and monitoring performance indicators for sales and staff members, managing sales tracking tools, and compiling reports
- Recording sales trends and liaising with account managers to develop sales strategies
- Managing customer accounts, following up with customers for administrative purposes and providing troubleshooting assistance for orders, account statuses, and other problems
- Performing data entry tasks for sales figures, metrics, and other relevant information and maintaining an organized and accessible filing system
- Handling administrative duties for the company and its executives and management teams.
- Scheduling customer meetings and conferences
- Calling prospective clients using a list of phone numbers provided to you
- Accepting calls from prospective clients as they arise
- Fielding basic questions and concerns about the products and services we offer
- Scheduling a consultation between the prospective client and a Sales Representative.

### Qualifications

*Describe the qualifications the staff must have in terms of skills and capabilities*

- A Bachelor's or Associate's degree in Marketing, Business, or a related field may be advantageous
- Experience in administration and high-volume office work may be advantageous
- Strong analytical, organizational, and time management skills
- Excellent team working, motivational, interpersonal, communication, and customer service skills
- The ability to multitask and quickly switch your focus
- Computer literacy, IT skills, and typing skills
- An understanding of sales principles and customer service practices.