



## **JOB DESCRIPTION**

Job Title: Sales Support Supervisor

Reports to: VP, General Manager

### **Summary job description**

Player Coach. Lead the team responsible for quotes and technical proposals. Liaise with sales and technical teams to specify, quote and price complex solutions for clients. Take the lead on projects linked to client proposals and issues within sales support. Use NetSuite to work with clients, sales, and vendors, and provide NS reporting and analysis as needed. Create high level customer satisfaction through strong client experience approach. Develop technical and sales expertise to advise/sell clients on moderately complex purchases. Support and promote company goals, initiatives, and sales process.

### **Essential job functions**

- Provide primary sales support to sales team while serving as Sales Support Supervisor.
- Develop strong working relationships with assigned clients, technical resources, sales professionals, success team members and others.
- Support Account Managers, Business Development Executives and Sales Support team by understanding, preparing and/or overseeing complex proposals. As needed, work with technical resources to recommend solution components for more complex proposals.
- Provide direction and support to Sales and Sales Support on pricing, technology, and sales strategies. Develop and provide training and tools for Sales Support team.
- Follow up on assigned sales opportunities under \$10,000.00, encouraging the client to consummate the sale. Keep Account Manager(s) apprised.
- Explain simpler technical issues to clients.
- Work with vendors to specify build to order hardware. Follow up with vendors and clients on dropships or partial shipments to ensure client experience is strongly positive.
- Provide general support for leadership as requested. Work closely with Sales Leadership to achieve maximum margin attainment on all sales and projects.
- Work with Sales leaders to provide feedback on sales/sales support working relationships; suggest areas and means to enhance.
- Monitor flow of quotes & proposals across the department, working with team to balance the workload to deliver excellent client experience.
- Audit quotes for accuracy and areas for improvement; transfer knowledge and findings to sales and sales support teams.

### **Minimum job requirements**

- **Education:**
  - Bachelor's degree, preferably in science/STEM field or relevant experience preferred.
- **Experience:**
  - 2 to 3 years in position requiring technical knowledge and extreme attention to detail.
  - Experience using a CRM; experience with NetSuite a plus.
  - 2 to 3 years quoting technical products, ideally in automation field.
  - 2-3 years supervisory experience.

- **Specific Skills:**

- Excellent self-discipline, time management and organizational skills
- Excellent interpersonal skills, especially in the realm of client relations and persuasion.
- Strong written communication skills.
- Demonstrated attention to detail, high degree of accuracy.
- Able to speak with confidence to various levels of professionals
- Able to work alone or with a team
- Proven problem-solving skills
- Strong Microsoft Word, Excel and Outlook experience and knowledge
- Focus on client experience.
- Interest in moving into Sales/Management a plus.

**Supervisory Responsibility:** Yes, Day to day -- 3 people.

**Work Conditions:** General office environment.

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