



JOB DESCRIPTION

Job Title: Sales Support Administrator
Department: Sales
Reports To: Sales Process Supervisor

FLSA Status: Non-Exempt
Represented by the Association: No

Job Summary: This position supports all aspects of the sales process, including customer support, and provides direct administrative support to the Sales team.

Essential Job Duties and Responsibilities:

- Provide administrative support for all members of the sales team, as directed by Sales Management. Administrative support may include but would not be limited to researching information, data entry, working with customers directly, setting appointments, taking messages or customer requests, forwarding information and answering questions, filing, organizing, coordinating, processing, managing schedules, setting up meetings, planning and coordinating events/activities, etc.
- Ensure all post sale opportunities are complete and accurate before they are entered into billint system. This includes working with the sales staff to ensure all the information is included prior to entering or sending to another department to be data entered.

Maintain monthly sales results reports for various products and services sold. Provide monthly Sales Board Report and Disconnect Report. Generate KPI performance reports and other reports as required.

- Work with Customer Service Record systems to pull records for sales team.
- Assist with entering, tracking and referencing trouble ticketing system.
- Work within Customer Record Management software; provide suggestions for improvements or additional solutions by working interdepartmentally and/or based on sales team usage and need. Thereby improving lead to revenue timelines and improving customer experience.
- Assist with inbound calls; provide Sales Representatives support by answering customer questions or setting appointments.
- Manage sales seminars and symposiums; Participate in outside sales functions and assist with presentation preparation as needed.
- Administer the E-RATE program, as requested. Work with and assist educational organizations to maximize the program benefits. May represent the Sales Department in working with other Departments on various projects, events and/or activities.
- Maintain and make adjustments to all forms and price lists relating to the Sales Department with assistance from the Sales Management.
- Track, calculate and report, as necessary, commission amounts for purposes of payroll and other process commission reconciliation.

Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - company policies and procedures.
 - general office practices and procedures.
 - advanced use of Excel and other data/database tracking and reporting tools.
 - time management and organizational skills.
 - marketing and sales practices and principles.

- Skill to:
 - write original material, edit, proofread and finalize written material.
 - gather and report numerical data and produce statistical reports.
 - operate various office equipment such as a computer, copy machine, fax machine and multi-line telephone.

- Ability to:
 - work independently and within a team.
 - think analytically and be a problem solver.
 - multi-task quickly and effectively.
 - be detail oriented and organized.
 - obtain and maintain a valid Montana driver's license, have a good driving record and be insured under the Company insurance policy.
 - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner; and represent the company at events from time to time.
 - work completely and accurately under time constraints and deadlines.
 - produce, read, analyze, and interpret reports.
 - provide excellent customer service.
 - maintain confidentiality of company records when required.
 - work in a safe and effective manner.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:

Associates degree in marketing, business/sales, or related field; 1+ years of administrative office experience in a complex, high volume environment, preference for experience in a sales, marketing or product management environment; voice/data/technology industry experience; customer sales and/or training experience.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X

Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X
Driving:	X			
Sitting				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Additional Information:

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Employee Acknowledgement

Date

Revised date:
February 10, 2017
July 10, 2017