

Job Outline

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| Position Title: | Sales Support Specialist | Department & Cost Center: | Sales Support, #632 |
| Reports to: | Director Customer Care | Location: | US, Americas, NY Office -Based |

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| Position Overview |
| Define position overview. What would you tell someone if asked "What do you do"? – write one or two sentence description or bullet points to describe what the role encompasses. Use easy to understand language and terminology and be as specific as possible. |
| <ul style="list-style-type: none"> • Process accurate quotes in a timely manner • Primary administrative point of contact for Territory Managers, Inside Sales Representatives, EMS Sales Managers, Corporate Accounts (Government & National) and RQI Sales Team • Provide administrative support for regional events (Mini SUN, Major SUNs, and workshops) • Daily interaction with Customer Service, Contracts, Finance, Marketing, Logistics, Service, Tech Service and Field Service Scheduling to initiate and complete administrative tasks on behalf of the region. |
| Position Holder is Accountable For: |
| Define accountabilities. Accountability is being answerable for the result. List the key areas, projects, implementations or applications that the individual is solely accountable for or has the primary decision-making authority. The purpose for defining these accountabilities is to clarify what the employee is accountable for and to agree exactly on the scope of authority. Accountabilities may not be applicable for all roles. |
| <ul style="list-style-type: none"> • Quote accuracy • Delivery of quotes within 48 hours • Siebel entries for opportunities and activities • Materials for Mini SUNs, Major SUNs and workshops • Administrative support for Regions, Inside Sales, EMS Sales Managers, Corporate Accounts and RQI Sales Team |
| Responsibilities: |
| Describe primary responsibilities. The Responsibilities describe the most important and frequent actions that are taken by the employee in support of their role. These activities should represent approximately 80% of the time spent on the job. The intention is to provide a concise overview of the job, not to provide "how to" or "step-by-step" details. |
| <ul style="list-style-type: none"> • Creating quotes, sole source letters, proforma's, manual invoices, and Fed-Ex labels • Entering opportunities and activities. Updating past due opportunities under direction of Territory Managers and Inside Sales Representatives • Verifying contract eligibility and pricing • Entering no charges for the Regions, EMS Sales Managers, Corporate Accounts and Team Members in LNY and LTX offices. • Lead entry for all Trade Shows according to Siebel Campaign process • Creating Account Entitlement/Asset reports for Inside Sales • Completing SimStore Set Up Form for Accounts and Sister Accounts • Reviewing, comprehending and applying information communicated in Product Information Bulletins in order to correctly configure and quote products • Completing and sending Education Market Order Form with quotations for all LWW products |

- **Completing and sending Master Services Agreement with all SimManager quotations**
- **Posting of Pre Sales Questionnaire for SimView quotations**
- **Triaging customer inquiries and assisting when appropriate**
- **Assisting Sales team with production information**
- **Facilitating and creating RMA's and Credits**
- **Checking stock availability and lead times**
- **Researching account credit terms and account status**
- **Researching order status**
- **Compiling data into excel spreadsheets (DCOGS/Cost Information, Customer Contact Information)**
- **Update of Knowledge Link Regional Workspace and Calendar**
- **Ordering literature**
- **Preparing materials (i.e.: Badges and agendas) for Mini SUNs, Major SUNs and Workshops**
- **Scheduling conference calls for TMs**
- **Sorting and emailing Cvent registrants for Major Suns**