



## Sales Administrator

**Job Title: Sales Administrator**

**Department: Sales**

**Reports to: Sales Manager**

### GENERAL SUMMARY:

The Sales Administrator is a supportive role that acts as an administrative assistant to the Sales Team.

### Essential Duties and Responsibilities:

- Support the Sales Team by managing schedules, creating sales documents and proposals, generating sales related reports for management, and performing general office functions
- Handle and prioritize prospects and customer requests among the Sales Team
- Serve as liaison with other departments in the company to gather documentation and data for supporting the Sales Team
- Support marketing activities by attending trade shows, conferences, and other related events
- Maintain in-depth product knowledge of the service offerings of the company
- Monitor sales activity in CRM and assist the Sales Representatives where needed
- Perform sales procedures through activities and opportunities in CRM and remain compliant with defined policies and procedures

### Additional Duties and Responsibilities:

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in CRM as it occurs
- Understand processes in CRM by completing assigned training materials and blueprints on the CRM University
- Enter all work as activities or service tickets into CRM

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proficient with general office applications
- Accuracy and attention to detail
- Enjoy working with customers and external audiences
- Strong organizational, presentation, and customer service skills
- Skill in preparing written communications and materials
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Ability to multi-task and adapt to changes quickly
- Typing skills to ensure quick and accurate data entry
- Self-motivated with the ability to work in a fast moving environment