Sales Support Specialist

Department:	**Sales**	**Reports To:**	**Sales Support Manager**
FLSA Status:	**Non-Exempt**	**Positions Supervised:**	**None**
Job Status:	**Full-Time**	**Amount of Travel Required:**	**10%**
Work Schedule:	**Monday-Friday 8am-5pm**		

POSITION SUMMARY

The Sales Support Specialist is responsible for achieving maximum sales profitability, growth, and account penetration within an assigned customer base by effective selling the company's products and/or related services.

They are also responsible for working with the sales and product development teams to develop competitive quotes to drive profitable growth. This position will be directly responsible for pricing implementation, generating competitive analyses and strengthening overall product margin.

ESSENTIAL FUNCTIONS

- ***Inside Sales Function***
    - Establishes, develops and maintains business relationships with dormant and prospective customers to generate new business for the organization's products/services.
    - Inbound and outbound calls to existing and prospective customers.
    - Develops clear and effective written proposals/quotations for current and prospective customers, emphasizing service or product features and benefits, discussing credit terms, quoting prices, and preparing sales order reports or forms.
    - Expedites the resolution of customer problems and complaints, including late payments.
    - Coordinates sales effort with marketing, sales management, accounting, logistics and technical service groups.
    - Plans and organizes personal sales forecast and strategy to achieve annual objectives.
    - Supplies management with oral and written reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
    - Keeps abreast of product applications, technical services, market conditions, competitive activities, advertising and promotional trends through the reading of pertinent literature and consulting with marketing and technical service areas.

- ***Quote/Job Planning Function***
    - Work with Sales Representatives to provide product and pricing quotations, bid responses and assist in the selling process to drive profitable growth.
    - Research and recommend product solutions.

    - Obtain and negotiate pricing discounts with manufacturers, when applicable.
    - Manage order profitability by adhering to or improving profit opportunities.
    - Prepare customer facing quotes.
    - Set up new part numbers based on customer specifications
    - Create Production specifications and sample cards
    - Maintain Won/Lost status reporting, margin thresholds metrics.
    - Assist Sales Representatives with pre-sale projects or other aspects of the sales process.
- Other duties as assigned

POSITION QUALIFICATIONS

- Adaptability: The extent to which an individual can fit into a changing work environment.
- Communication, Oral & Written: The extent to which an individual communicates with clarity, actively engaging in conversations in order to clearly understand others' messages and intent, and received and processes feedback.
- Customer Orientated: The extent to which to which an individual desires to service both external and internal clients by focusing effort on meeting the client's needs, understanding their concerns, and seeking to build trust.
- Detail Orientated: The ability of the individual to pay attention to all aspects of a situation or task, no matter how small or seemingly unimportant.
- Problem Solving: The ability to recognize courses of action which can be taken to handle problems or potential problems and applying contingency plans to solve those problems.
- Relationship Building: The ability to establish and maintain a good rapport and cooperative relationship with customers and co-workers.
- Sales Ability: The ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea from prospects or clients.
- Self Motivated: The ability to reach a goal or perform a task with little supervision or direction.

SKILLS & ABILITIES

- Required Education:
    - High School Diploma or GED
- Preferred Education:
    - Associates degree in Business, Marketing, or Communication
- Required Experience:
    - Two to five years of sales, quoting/pricing, or purchasing experience.
- Computer Skills:
    - Must be proficient in the use of a PC, Microsoft Office (Word, Excel, PowerPoint, Access, Outlook) and CRM systems
- Other Skills
    - Previous experience in the printing or manufacturing industry is a plus.

PHYSICAL DEMANDS

Physical Demands	
Stand	O
Walk	O
Sit	C
Handling/Fingering	C
Reach Outward	F
Reach Above Shoulder	O
Climb	N
Crawl	N
Squat or Kneel	O
Bend	O

Lift/Carry	
10 lbs or less	O
11-20 lbs	O
21-50 lbs	O
51-100 lbs	N
Over 100 lbs	N
Push/Pull	
12 lbs or less	O
13-25 lbs	O
26-40 lbs	N
41-100 lbs	N

Key:

N (Not Applicable)	Activity is not applicable to this occupation.
O (Occasionally)	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently)	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly)	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

REASONABLE ACCOMMODATIONS STATEMENT

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

Work is performed indoors in a professional office setting. Time may be spent on the manufacturing and warehouse floor with exposure to cold, heat, noise, and moving machines/equipment.

Equal Opportunity Employer-Disabled/Vets

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____ Date: _____

Approval: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company

reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.