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# Example of Sales Support Representative Job Description

Our innovative and growing company is looking to fill the role of sales support representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for sales support representative

* Participate in monthly calls with sales/service teams for the purpose of and May accompany Direct Sales on sales calls for purpose of aiding in service contract or sales discussions
* Field inbound phone calls from potential clients in regards to products and services
* Conduct needs analysis and ask questions in order to identify which product is best for the client
* Learn and explain all products to clients
* Support regional sales manager in sales process
* Enter product orders into company system when needed
* Utilize company system to document all client interactions and information
* Once licensed, function as a back-up to phone coverage for Sales Support Representatives
* Manages the customer account set up process by obtaining legal entity name, address, contacts, pay from and ship to information, freight information, tax status, PO requirements, credit application, and special billing requirements
* Work on cross-functional teams for continuous improvement, develop reporting on project work and interact on collaborative meetings and/or conference calls

## Qualifications for sales support representative

* Speed and accuracy in document production is required
* Good knowledge of mortgages and related processes is required
* Strong team player who supports team and corporate initiatives
* Demonstrated communication skills sufficient to convey explanations to internal and external clients in a professional manner
* Previous experience required with ability to multi-task in a fast paced environment
* Associate’s Degree and at least 2 years of experience providing sales support in a selling environment