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# Example of Sales Support Job Description

Our growing company is hiring for a sales support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for sales support

* Provide non-surgery related information to external and internal customers
* Make decisions concerning critical situations dealing with customer orders, product availability, shipping errors, and returned goods
* Provide support to agents in the field with regard to loaner program, delivery tickets, pricing, and other business matters
* Records and forwards checks, handles contracts for Account Executives, prepares presentations, types & proofreads correspondence, files and makes copies, relieves receptionist and backup receptionist
* Issuing Quotes, Order processing, research, reporting, partner engagements, managing customer engagement tickets and operating within team SLA’s
* Creation of Right Now tickets related to Inquiries, Quote Requests, Orders, Cancellations or other requests
* Ownership and investigation of M&S Inquiries including responding to partners and customers to close the inquiry
* Support the M&S Renewals Sales Representatives with administrative selling support such as simple quote revision and submission of quoted clean orders to Order Management
* Creation or routing of Footprint tickets related to Invoice Disputes for Imaging M&S
* Periodic review of data to support team performance measurements and KPI reporting

## Qualifications for sales support

* Ability to communicate with multiple parties
* High school diploma, Associates/Bachelor's degree preferred
* Previous sales and/or customer service preferred
* High School diploma or general education degree (GED) required, some college preferred
* Experience of Sales Order Processing
* Full understanding of LINE services and ability to propose the right solutions to help client achieve business objectives