



Example of Sales Support Specialist Job Description

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Our growing company is looking to fill the role of sales support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for sales support specialist

- Provide informal product usage trainings to instructors via email, phone and/or webinar upon request
- Provide regular updates and pro-active communication to your assigned Field Sales Reps to ensure they are up-to-date on their accounts, aware of any issues and informed about other tasks or commitments
- Respond to customer requests when Field Sales Reps are unavailable or request support
- Support Field Sales Reps with meetings, trainings and other events
- Accurately update and maintain customer/ account information in CRM
- Act as central resource and local expert for training, reporting, and assisting the team with maintaining Salesforce, our in-house client relationship management system Coordinate and deliver all presentations new business and existing client meetings
- Customer order tracking, process and reporting
- Consolidate volume request and report outs for sales team
- Internal approval of pricing for lead adjustments, communication of price to buyer, and input into the customer's computer system
- Create and implement targeted business/cycle plan method in coordination with account managers

Qualifications for sales support specialist

- Excellent verbal and written communication/customer service skills are

- Ability to maintain professional and knowledgeable demeanor is preferred
- Must solve problems in a calm, logical fashion and treat each sales rep with respect
- Higher level of education or equivalent knowledge and experience
- Practical completion or completion design experience essential