



Example of Senior Sales Support Job Description

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Our innovative and growing company is looking to fill the role of senior sales support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for senior sales support

- Strategic customer initiatives execution
- Evolve the department from 100% transactional work to a team that provides more value to the customer sales experience with the primary goal of becoming the premier Sales Support team in the STM industry
- Simplify workflows in the Sales Support Department while working closely together with our technical team to systematize those processes in SAP
- Represent Sales Support department in company initiatives
- Negotiate and create license clauses that fit customer specific needs the overall changing licensing needs of our customer base
- Work with our Helpdesk on the development of simple and customer-friendly processes
- Document and communicate all department policies and updates
- Work with customers via telephone/email/in-person/etc
- Develop and produce metrics geared toward monitoring and improving the performance of the department
- Report requested details to VP, Library Sales others on an as-needed basis

Qualifications for senior sales support

- Lead the demand management process and team including the global executive demand consensus quarterly meeting
- Lead the implementation and enhancement of Salesforce.com Creates global standardization for reporting for sales leadership, team and BU leadership

- Minimum of four (4) years' related customer-focused experience required
- Business knowledge of DePuy Synthes, related franchises, and/or healthcare industry is an asset
- Demonstrated related leadership or mentorship experience preferred