



SALES SUPPORT COORDINATOR

FLSA: Non-Exempt Hourly

Shift: 7:00am - 3:30pm

Location: Green Bay

Department: Office

Reports to: Controller

Date: February 8, 2021

Position Summary:

Responsible for the general maintenance of the company's CRM (Customer Relationship Management) system. Primary technical support for sales team with respect to quotes and processes all new planned maintenance estimates as well as renewals. Serves as a backup to the Administrative Assistant.

Essential Functions:

The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

- Maintains and updates all product and component pricing in CRM.
- Creates products within CRM as a result of new product launches, vendor changes and product enhancements.
- Creates new PM (Planned Maintenance) opportunities & quotes in CRM based on sales requests
- Provides recommendations to improve quote templates and the overall user experience in CRM.
- Performs all system testing on CRM enhancements before they are rolled out to the live environment.
- Provides on-boarding to sales personnel regarding CRM quotes including unit sales, installations, renewals and planned maintenance estimates.
- Update Company training manuals as needed.
- Assist with/back-up generating sales quotes for Compressors, Installations, Renewals, Parts, etc.
- Work on PM telemarketing spreadsheets and document CRM with information from telemarketers.
- Provides backup to the Administrative Assistant.
- Complete all other assigned duties and tasks.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires a high school diploma/GED equivalent.
- Strong experience and knowledge of Microsoft Office Suite and Microsoft Windows
- Knowledge of administrative and clerical procedures
- Self-motivated with a strong sense of customer service
- Ability to work as a team with internal and external customers
- Solid organizational skills with the ability to multi-task
- Ability to work a switchboard and keyboard.
- Ability to effectively communicate, both in writing and verbally, with people of various educational and technical backgrounds, both inside and outside the company



CRM & INSIDE SALES SUPPORT

Employee Review / Acknowledgment:

I acknowledge that I have read the job description and I understand what would be expected of me. Brabazon reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an At-will employee and the job description does not constitute a contract of employment.

Employee Name – Please Print

Employee Signature

Date

Manager's Signature

Date