

<b>Job title:</b>	Sales Support Specialist
<b>Department:</b>	Sales
<b>Location:</b>	Houston
<b>FLSA:</b>	Exempt
<b>Reports To:</b>	VP Land Sales – Americas

## JOB DESCRIPTION

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### Job purpose:

We are looking for an organized, efficient Sales Support Specialist to be responsible for administrative duties and assisting the sales department in gaining and keeping customers. Should be a self-starter that can be relied upon to perform job duties with minimum to no supervision. Should demonstrate excellent interpersonal, communication, and customer service skills. Is familiar with standard concepts, practices, and procedures within the communications industry.

### Duties and responsibilities:

Daily responsibilities will include, but are not limited to:

- Support the Sales Team by assisting with the Quote to Cash life cycle; work with purchasing for products, activations for airtime, engineering for technical, quote creation, processing orders and collections
- Providing valuable backup to outside sales team when they are away from the office.
- Creating and processing orders in a timely manner, processing requests for rush orders, and reviewing pending orders and customer requests to ensure customer satisfaction.
- Assist with problems for customer orders, customer accounts and other related issues
- Collaborate with all departments to ensure both internal and external customer request are fulfilled above and beyond expectations
- Compile sales reports from CRM/Dynamics as requested
- Phone support for new/existing clients that do not have a dedicated sales rep
- Follow-up on sales leads and direct to appropriate member of sales team
- Responsible for small house accounts that do not require business development

### Qualifications:

The successful candidate will have:

- Excellent interpersonal, communication, and sales/customer service skills
- Strong analytical, organizational, and time management skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Ability to pay strong attention to detail
- Computer literacy and typing skills.
- Proficient in computer software systems including MS Office and Dynamics CRM

- Ability to adapt to changes and absorb new ideas and concepts quickly
- Previous experience in a customer (internal and/or external) support role.
- Extensive knowledge of products and solutions in the communications industry
- Experience working with contracts.
- At a minimum, some form of higher education; or equivalent business experience.
- A positive attitude and be able to work independently and collaboratively in a team.
- Willingness to embrace and live the core values of Network Innovation

**Direct reports:**

None

**Working conditions:**

No Special Working Conditions

**Physical requirements:**

Standard Office requirements

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**Disclaimer Statement:** This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.