

Job title:	Sales Support Associate
Department:	Sales
Location:	Fort Lauderdale
FLSA:	Non-Exempt
Reports To:	Senior Account Manager

JOB DESCRIPTION

Job purpose:

The Sales Support Associate provides exceptional customer service through variety of responsibilities. Performs administrative duties for the Maritime Sales Teams. They will be familiar with standard concepts, practices, and procedures within LMR and satellite telecommunications industry. Relies on experience and judgment to plan and accomplish goals. Works under general supervision, possess a certain degree of creativity and latitude as required.

Duties and responsibilities:

Daily responsibilities will include, but are not limited to:

- Address customer and dealer concerns. This may be in the form of billing questions, requests for invoices, general service questions, contract renewals, requests for company documentation (W-9, sole source letter, etc.), requests for account reports, requests for quotes, etc.
- Support the Sales Team. Provide customer/account information, forward customer communications, provide business documentation, provide customer account reports, etc.
- Liaise with various departments to ensure products and services are ordered and configured to meet customer deadlines.
- Work with other departments to provide customer, dealer, sales and business support. Finance, Billing, Activations, Marketing, Administrative Services, Order Processing. Address challenging collections issues.
- Phone Support for Maritime End-users, VIP and Service Providers, including providing product knowledge to customers, order processing or order status if already processed by the account manager, invoicing support, and serve as initial contact point for Sales calls when Account Manager is not available.
- Work with the team to ensure that customer satisfaction is primary goal.
- Assist with managing and increasing accounts.
- Assist with building relationships with dealers and end users.

- Work cross-functionally with other Maritime reps., to ensure seamless customer support and follow up.
- Prepare price quotations via phone or email upon Account Managers request or incoming Sales call.
- Assistance with quotes and order processing as needed.
- Travel and PTO contact person/ back up.

Qualifications:

- The successful candidate will have superior written and verbal communication skills.
- Previous experience in a customer (internal and/or external) support role.
- The ability to listen and comprehend what the speaker is really saying and to recognize when an opportunity or problem may exist.
- Experience working with contracts.
- The ability to think on their feet.
- The talent to be forward thinking; proactively strive to expand the business.
- At a minimum, some form of higher education; college, university, trade school, etc.
- The capacity to multi-task and effectively juggle competing priorities.
- A positive attitude and be able to work independently and collaboratively in a team.
- A desire to work in a fast-paced, fluid work environment.
- A willingness to embrace and live the core values of Network Innovations.

Optional:

- Previous administrative or leadership experience in a business environment.
- Direct/Indirect sales experience.
- Experience in the communications industry.

Direct reports:

None

Working conditions:

No Special Working Conditions

Physical requirements:

Standard Office requirements

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*