



**Job Title:** Sales Administrator  
**Reports to:** Sales Manager

**Department:** Sales

### Job Description:

The Sales Administrator is a supportive role that acts as an administrative assistant to the Sales Team, while also facilitating collaboration within the team. The Sales Administrator will also function as a liaison between the Sales Team and the other departments within the organization.

### Basic Functions:

- Support the Sales Team by managing schedules, creating sales documents and proposals, generating sales related reports for management, and performing general office functions.
- Handle and prioritize prospects and customer requests among the Sales Team.
- Serve as liaison with other departments in the company to gather documentation and data for supporting the Sales Team.
- Support marketing activities by attending trade shows, conferences, and other related events.
- Maintain in-depth product knowledge of the service offerings of the company.
- Monitor sales activity in ConnectWise and assist the Sales Representatives where needed.
- Perform sales procedures through activities and opportunities in our ticketing system and remain compliant with defined policies and procedures.

### Additional Duties and Responsibilities:

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in our ticketing system as they occur.
- Understand processes in our ticketing system by completing assigned training materials and blueprints online.
- Enter all work as activities or service tickets in our ticketing system.

### Knowledge, Skills, and/or Abilities Required:

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.

- Proficient with general office applications.
- Accuracy and attention to detail.
- Enjoy working with customers and external audiences.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Typing skills to ensure quick and accurate data entry.



- Self-motivated with the ability to work in a fast moving environment.

#### Educational/Vocational/Previous Experience Recommendations:

- 1 year of sales, marketing, or business administration experience.
- Business office environment

#### Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Performance based incentives.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*