

Job title:	Sales Support & Activations
Department:	Sales Operations, Americas
Location:	Calgary
Supervisor:	Director, Sales Operations

Job Description

Job purpose:

We are looking for an organized, efficient Sales Support to be responsible for administrative duties and assisting the sales department in gaining and keeping customers. This role will primarily focus on large volume order entry with some customer interaction. Candidates should be very detail orientated, capable of accurately and proficiently entering orders, adept at problem solving and open to learning and growing their skills through involvement in a wide variety of areas. Proficiency in Word, Excel, Outlook, and other general Microsoft Office Suite applications is required.

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, and be familiar with standard concepts, practices, and procedures within the communications industry.

The position offers a great opportunity for motivated individuals to build a strong foundation for advancement and growth within an expanding company.

Duties and responsibilities:

- 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
- Manage all aspects of the sales order entry process including timely and accurate entry of orders into our internal system.
- Establishes order priority based on customer expectations and production. Continue to monitor orders and expedite where necessary to meet requested delivery dates
- Assist with problems for customer orders, customer accounts and other related issues
- Provisioning of all SIM based services
- Address billing inquiries from internal/external customers related to assigned sales representatives
- Providing valuable backup to outside sales team when they are away from the office.
- Quote creation for customers related to assigned sales representatives
- Answer calls and return voicemails on Dialpad for activations and sales dept. upon request
- Serve as back-up to Sales Administrator when they are out of office, this includes managing any incoming/outgoing shipments for the Calgary office.

Qualifications:

- Excellent interpersonal, communication, and sales/customer service skills
- Strong analytical, organizational, and time management skills
- Ability to work in a fast-paced, deadline driven team environment
- Has a superior attention to detail and accuracy
- 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.
- 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.
- Ability to travel to the Houston, TX office at least twice per year
- Ability to speak Spanish a plus
- Willingness to embrace and live the core values of Network Innovations

Direct reports:

- None

Working conditions:

This position typically operates in a professional office environment. Standard office hours are 8am to 5pm, however, work outside of regular office hours and occasional travel will be required. This role routinely uses standard office equipment and software.

Physical requirements:

Sitting and using a computer for extended periods of time.

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.