



## *JOB DESCRIPTION*

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**POSITION:** Sales Support  
**DEPARTMENT:** Sales  
**REPORTS TO:** Sales Manager  
**CLASSIFICATION:** Non-Exempt  
**APPROVED BY:** Chief Operating Officer  
**APPROVED DATE:** 12/8/17

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### **Summary**

This position is responsible for providing sales support and customer support to dedicated Sales Representatives. This position will primarily be to assist the Sales Representative in servicing customers. This includes managing the quality and consistency of product and service delivery to the customer by meeting the customers, getting to know them and understanding their needs. In addition, provide customers with product information; resolve product or service issues and taking phone calls, faxing, on-line and face to face orders.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Help direct the sale of company products and services to current and potential clients through quotes, email, forwarding promotions and via phone conversations.
- Take customer service calls, enter orders, help identify and resolve concerns, manage various customer accounts.
- Be the point of contact for sales representatives to assist and manage open orders, SOI, Unconfirmed Pick Tickets, Sales Returns, scanning customer purchase orders.
- Help coordinate logistics for Sales Reps schedule; including setting customer appointments as needed.
- Identify sales opportunities with price adjustments, scheduling customers and prospects for the purpose of introducing and demonstrating new/ better product line versus prospects current pricing/ products.
- Follow up on new leads and referrals resulting from field activities where needed.
- Attend Sales meetings and trainings to better understand products and Brady company initiatives.
- Coordinate with various departments within the company to accomplish the work required to satisfy the needs of the customer and ultimately close the sale.
- Identify opportunities to move deadstock to customers where possible.
- Participates in marketing events such as seminars, trade shows, and telemarketing events.

## **Competencies**

- Communication
- Presentation Skills
- Time Management
- Customer/Client Focus
- Organization Skills
- Personal Effectiveness/Credibility

## **Supervisory Responsibility**

This position has no supervisory responsibilities.

## **Work Environment**

This job operates in a large room with own cubicle space. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is regularly required to stand or sit and move about the facility. May be required to lift up to 25 lbs.

## **Position Type/Expected Hours of Work**

This is a full-time position, Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

## **Required Education and Experience**

- High School Diploma required, some college preferred.
- 1-2 years' experience in customer service environment, warehouse/distribution environment helpful.

## **Abilities:**

- Strong verbal and written communication skills.
- Ability to exercise discretion, and good judgment in decision making is essential.
- Must possess excellent problem-solving abilities and be details oriented.

- Intermediate or advanced computer skills and proficient in Microsoft office suite including word and excel.
- Must be able to work independently and handle multiple tasks in a fast-paced environment.
- Must possess strong sense of accomplishment, initiative and tenacity.
- Strong numerical skills
- Strong customer service skills

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management.

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_