

Sales Support Representative Job Description

Duties and Responsibilities:

- Create contracts, quotes, and RFI/RFP responses for potential clients
- Keep each quote with precise configurations and pricing
- Maintain each sales documentation applications and tools
- Prepare and deliver sales presentations in an effective and professional manner
- Create technical presentations for potential clients
- Maintain the company's current awareness of activities, government regulations, and industry trends
- Carry out, arrange, and streamline operational tasks to reduce the occurrence of errors
- Offer technical assistance to staff and clients
- Carry out monitoring exercise for a problem and taking fast action(s) where possible, and escalating where necessary
- Communicate with clients, help solve their problems, and provide up-to-date information
- Do order processing/entry when needed
- Make real price quotations and perform record keeping in the company
- Do proper product training or other related tasks
- Attract potential customers by answering service and product inquiries
- Record new account information
- Maintain new customer accounts by recording current account information
- Reach team sales quota by matching customer needs with product benefits
- Master in-depth knowledge of the company's services and line of products
- Craft, design, and provide sales and information quotations for customers

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- Manage sales force, which involves the entry of opportunities, contacts, accounts, and quotations
- Qualify customer leads and disseminate to field sales appropriately
- Use digital information systems to identify, research, and resolve customers' inquiries
- Provide order management, including entry, releases, creation, returns, and backorder
- Provide customer support on customer complaints and technical issues.

Sales Support Representative Requirements – Skills, Knowledge, and Abilities

- A minimum educational requirement, including a Bachelor's degree in Communications or Marketing, or in a related field
- Experience in related sales experience is often needed
- Excellent communication skills and the ability to oversee multiple clients and projects clients at once
- Good and convincing presentation Skills
- Accurate technical capacity skills
- Interpersonal skills in other to work harmoniously with clients or customers
- Must possess high standard Personal Credibility/effectiveness
- Should have experience in an administrative support role for at least 2 years
- Must be willing to gain exposure to some complex tasks within the job function
- Willingness to report directly to a manager
- Ability to communicate and work cooperatively with all levels within the organization.