
	Department	200 Sales
	Job Title	Sales Support Specialist
	Document ID:	200-0009-r100304 Sales Support.docx
	Document Date:	2010.3.08:14:41

JOB TITLE		EFFECTIVE DATE	PERCENT OF TIME
Sales Support Specialist		24 February 2010	100%
DEPARTMENT/DIVISION	SUPERVISOR'S TITLE	WORK LOCATION	
200 Sales	Chief Executive Officer	SHP Main Office	
SUPERVISION/DIRECTION RECEIVED			
	Close Supervision		Supervision
	Direction	X	General Supervision
			Other
MANAGEMENT LEVEL			
	Supervisory		Non-Supervisory
		X	Not Applicable

GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES
<p>Under supervision of the Chief Executive Officer, the Sales Support Specialist performs all administrative functions necessary to facilitate the Regional Managers' mission to secure new revenue through customer growth, selling SHP products and services. Responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> • Providing customer-focused correspondence to support Regional Manager activities • Assist in drafting proposals and contracts to meet prospect needs • Maintaining Sales and Marketing Calendar including the scheduling of presentations and other meetings and events • Attend trade shows and travel, as required • Keep accurate and timely records in the company's contact management system • Act as liaison between Regional Managers and other SHP departments as required to resolve issues • Manage projects requiring input from Sales • Perform administrative functions as needed to support the Sales Department initiatives.

BACKGROUND AND SKILLS REQUIREMENTS:					
Education (Check Minimum level)		Experience		Computer Skills	
	High School	x	Healthcare Industry	x	PC (Windows Based)
	Associate Degree in related field		Trade Shows	X	MS Word
X	Bachelor degree in related field		Conferences	X	MS Excel
	Graduate Degree in related field		Public Speaking	x	MS PowerPoint
	Doctorate in related field		Presentation Skills		MS Access
Technology Skills			Knowledge of Relational Data Base Structure	X	Microsoft Dynamics CRM
	Microsoft ASP.NET		Cold Calling		Microsoft SQL Server 2005 & 2008
	Microsoft VB.NET	x	GoTo Meeting		Ms Project
	Visual Studio .NET (2003/2005/2008)	x	Teleconferencing		MS Visio
	SQL Server 2000/2005/2008	x	Webinars		Dreamweaver
	XML and .Net Webservice Technology				Sharepoint
	Extensive web programming				Adobe Acrobat Professional
					SQL Server Queries
					Adobe CS4 Design Suite

	Department	200 Sales
	Job Title	Sales Support Specialist
	Document ID:	200-0009-r100304 Sales Support.docx
	Document Date:	2010.3.08:14:41

SPECIAL CONDITIONS OF EMPLOYMENT (Licenses, certificates, credentials, altered work schedules, furloughs, travel, etc.)

Knowledge, Skills, Abilities, and Experience:

- Experience in the healthcare field preferred.
- Minimum of 7 years in sales support or order management
- Self-directed; problem-solving capabilities; requiring minimal management
- Ability to interact in an enthusiastic, positive manner with prospects, customers, contractors, co-workers and supervisors at all times.
- Ability to work in a fast-paced environment with minimal supervision
- Excellent written and oral communication skills; ability to communicate successfully across a wide variety of communication styles.
- Ability to organize, manage and prioritize multiple tasks and meet specified goals.
- Proficient in email, contact management software, and basic technology and vernacular.
- Ability to maintain confidentiality and comply with HIPAA regulations.
- Experience with Microsoft Office Suite

ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
70%	Daily	Sales Assistant III Creates reports for the sales force regarding market conditions, sales results, and team earnings. Maintains calendars for Regional Managers. Ensures that Regional Manager correspondence is properly tracked in the CRM. Provides other support to Regional Managers on an as needed basis.
30%	Daily	Sales Support Specialist Manages daily activities of the operational sales support function. Oversees workflow of all business processing including preparation of reports, charts, and other statistics to support and direct the sales department. Initiates and tracks orders to completion. May handle and resolve more complex customer requests or complaints.

NON-ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY (d,w,m,q,y)	NON-ESSENTIAL DUTIES
		None

REQUIREMENTS:			
"F" for frequently; "O" for occasionally; "N" for not at all.			
PHYSICAL		ENVIRONMENTAL	
On the job the employee must:		On the job the employee:	
X	Bend	X	Light (up to 25lbs.)
X	Sit		Moderate (25-50lbs.)
X	Kneel/Squat		Heavy (over 50lbs.)
X	Stand	MENTAL	
X	Walk	On the job the employee must be able to:	
	Crawl		
X	Climb Stairs, Steps	X	Read/comprehend
X	Push/Pull	X	Write
X	Handle objects (manual dexterity)	X	Perform calculations
		X	Communicate orally
X	Reach above shoulder level	X	Reason and analyze
X	Use fine finger movements		
	Other:		Other