



JOB TITLE:	Sales Support Specialist
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REPORTS TO:	Channel Support & Retention Manager
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DIRECT REPORTS:	None
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OVERVIEW:	<p>As a BCM One Support Specialist, you are responsible for the day to day support of all sales team efforts. Your role will be to support them in many areas that will enhance their effectiveness by allowing them to focus on sales efforts. You supply them with the information they need to be successful, from pricing to contract gathering to order status, and coordinate paperwork submission so that the client will have the best overall experience in the industry.</p> <p>The ideal Sales Support Specialist has above average communications skills, is extremely organized, has proactive and aggressive follow up skills, grasps new technologies and processes quickly and offers solutions to resolve issues recognized in existing processes. The ideal Support Specialist is extremely personable, builds relationships quickly and fosters the confidence of the teams they support that rely on them for critical information.</p>
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RESPONSIBILITIES/DUTIES:	<ul style="list-style-type: none"> • Pricing: <ul style="list-style-type: none"> ○ Submit and manage all BCM Supplier Pricing Requests ○ Provide timely feedback and ensure pricing requests are fulfilled within timeframes ○ Escalate pricing requests where necessary through supplier and BCM management ○ Format consolidated pricing onto provided template ○ Ensure that all pricing is returned complete to match request ○ Manage all reporting required for pricing process ○ Populate McGraw pricing tool • Contracts: <ul style="list-style-type: none"> ○ Gather all required paperwork (contracts) for pricing request upon request <ul style="list-style-type: none"> ▪ Including contracts, technical forms, credit applications, LOA, invoices as required, etc. ○ Ensure that each supplier contract package is known ahead of time and there are no surprises <ul style="list-style-type: none"> ▪ Keep up to date order requirements ○ Work with legal to ensure that requested changes are managed timely along with State of Incorporation for ISRA and McGraw contracts.
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	<ul style="list-style-type: none"> • Order Entry & General Responsibility: <ul style="list-style-type: none"> ○ Complete the BCM order submissions packets with assistance from sales person <ul style="list-style-type: none"> ▪ Sales rep to provide them with EBR and commit, and contact info. ▪ Admin to provide linked id and completed order entry form ▪ Ensure that required signatures are gathered (SE Sign-off, Sales Director etc.) <ul style="list-style-type: none"> • If any <i>replacement services</i> are being submitted Director must be alerted ○ Alert sales teams to any issues or delays with their orders & assist in the resolution same ○ Submit & Follow up on CSR request/review ○ Larger project assistance <ul style="list-style-type: none"> ▪ Assist in CSR reviews ▪ Assist in requesting CSRs ○ Create client folder in Z drive <ul style="list-style-type: none"> ▪ Ensure that <i>Visio diagram</i> is attached along with all other required documentation
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REQUIRED SKILLS:	<ul style="list-style-type: none"> • Proficiency in MS Word, Excel, PowerPoint, MS Visio, Smart Draw. • Ability to formulate statistical and financial data for the purposes of reporting trending • Strong Interpersonal and communications skills. • Highly organized and thorough with an ability to multi-task • Ability to work with many different personality types • Must be a team player yet have strong individual capabilities and ability to perform effectively with little oversight • Fast learner and highly motivated
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