



JOB TITLE:	Sales Support Specialist
REPORTS TO:	Manager, Support & Accounts; Director, Partner Channel
DIRECT REPORTS:	Manager, Sale Support
OVERVIEW:	<p>The Sales Support Specialist is responsible for enabling the sales efforts of our Partner Managers and our Channel Partner ecosystem. From pricing to contract gathering, order submission and commissions, the Sales Support team will work to provide BCM One's Partners and Clients the best overall experience in the industry.</p> <p>The Sales Support Specialist will be also responsible for aspects of Account Management, including but not limited to: gathering inventory, reactive pricing/solutions and information from other respective business units, and ensuring all is effectively communicated to the parties involved.</p> <p>The Sales Support Specialist will be required to have above-average communication skills, exceptional organizational skills, be willing and able to be proactive and aggressive in follow-ups while holding parties accountable. The Sales Support Specialist will be expected to grasp new technologies and processes quickly, as-well-as offering solutions to issues recognized in existing processes.</p>
RESPONSIBILITIES/DUTIES:	<ul style="list-style-type: none"> • Pricing <ul style="list-style-type: none"> ○ Submit and facilitate agency pricing requests through MasterStream & internal portals, or outside Supplier Channel Managers • Contracts <ul style="list-style-type: none"> ○ Gather all required paperwork for orders on BCM One Tier, including additional service addendums ○ Ensure Sales Engineering is involved where necessary to ensure the correct equipment has been vetted out prior to contract delivery ○ Work with Legal to provide timely, complete, & accurate contract packages to partners/clients via DocuSign or PDF where applicable.

	<ul style="list-style-type: none"> • Order Entry & Submission <ul style="list-style-type: none"> ○ Ensure all order packages are complete ○ All pages signed and initialed where requested <ul style="list-style-type: none"> ▪ Additional addendums are attached ▪ Invoices are provided and Credit App where applicable, unless there is Partner Level Waiver Approval. ○ Provide and manage all system documentations <ul style="list-style-type: none"> • Ensure coversheets include finances with the accurate data points: (Total Cost, MRC, Gross Profit, GPM) • Net Profit and Quota will be provided weekly by Commissions Manager and will be sent to sales support to update IDI • Be sure to include all parties to be compensated and respective percentage in MUST READ if necessary ○ System entry - Internal CRM & Order/Billing Portal • Account Management <ul style="list-style-type: none"> ○ Provide account inventory to BCM One Partners, partner managers, & clients <ul style="list-style-type: none"> • Communicate with internal departments where necessary (i.e. Contract End Dates) ○ Deliver proposals for renewals, upgrades, new technologies with assistance from pricing and sales engineering.
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REQUIRED SKILLS:	<ul style="list-style-type: none"> • Proficient in Microsoft suite of products: Word, Excel, PowerPoint, PowerBI, Dynamics • Ability to formulate statistical and financial data for the purposes of reporting • Strong interpersonal and communications skills • Highly organized and thorough, with extreme attention to detail
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