



Sales Support Coordinator

SAE is a growing business with an exciting future. SAE manufactures a number of innovative environmentally friendly, long life products tailored specifically to corrosion and electrical grounding challenges. For more information, visit www.saeinc.com.

At SAE, we offer:

- A competitive compensation and benefits package
- Flexible vacation time
- Room for advancement within the company
- Regular employee events and social get-togethers
- Comprehensive training programs

Reporting to Business Development, the Sales Support Coordinator is responsible for supporting members of the sales team, managing Salesforce, and sales related administration and logistics. This position is also responsible for providing support to and collaborating with the Plant Production Coordinator.

Key Responsibilities:

Sales Support

- Supports the sales team by managing schedules, monitoring progress, filing documents, communicating relevant information to team members, and proposing continuous improvements
- Manages client sales data including: Salesforce CRM updates, issuing quotes, managing purchase orders, forwarding sales orders to production, collecting and recording customer performance data, and coordinating with accounting for invoicing
- Provides on-going support with Salesforce CRM to sales team
- Responsible for organizing, automating, and synchronizing sales and client data
- Creates reports, updates, and provides data to sales team members as necessary
- Contributes to establishing quotas and quarterly targets
- Communicates with clients and customers; informs them of unforeseen delays or issues

Administration

- Answers and respond to phone calls, voicemails, postal mail, and email correspondence to ensure optimum service
- Works with the Plant Production Coordinator to manage orders from sales through to production including logistics duties
- Develops and maintains an efficient, current file and record management system both electronically and paper correspondence
- Maintains complete knowledge of and complies with company and departmental policies, procedures and standards



The successful candidate must have:

- Excellent attention to detail and accuracy
- Exceptional communication (written and verbal) and interpersonal skills
- Critical thinking and problem-solving skills; adept at math and forecasting
- Unparalleled initiative - sees something that needs to be done and does it!
- Efficient organizational skills; must be able to manage large amounts of client information
- Must be self-motivated; take directions and then take initiative to follow through on a variety of sales related duties
- Must have strong time management skills and the ability to work effectively under pressure with simultaneous deadlines

Required Qualifications:

- Minimum of 5 years' experience in an administrative role with responsibilities for sales support, Salesforce CRM management, and office administration
- Post-secondary diploma or degree in Business Administration or a related discipline
- **Must** be proficient with Salesforce CRM and Microsoft Office Suite (Word, Excel, Outlook, etc.)
- Knowledge of QuickBooks is considered an asset

If you have the qualifications as outlined above and are interested in joining a dedicated team in a growing company, please forward your resume and cover letter to:

E-mail: mbrady@saeinc.com
Subject: Sales Support Coordinator