



Code: 2527

Title: Sales Administration Coordinator

Location: Field (Dallas, Ft. Worth)

Department: Business Development

Description: The Sales Administration Coordinator provides support to Business Development and Marketing Executives by serving as the administrator for Salesforce.com including launching and management of this system across various company departments, ensuring effective and efficient use, and preparing various reports to analyze the business. This position will also support leadership through various other reporting, coordination, and training functions.

Responsibilities:

- Integrate and launch Salesforce within sales team and associated departments who need access
- Provide training needed to ensure each job function utilizes Salesforce to its maximum capacity
- Serve as ongoing Salesforce administrator. Implement updates, ensure efficient and effective usage, support teams as needed.
- Develop reports from Salesforce for real-time management of the business that provides customer trends, product mix analysis for the Product Managers and sales leadership.
- Coordinate tracking and analysis of customer complaints
- Coordinate tracking and analysis of technical issues
- Support additional sales administration type projects as needed (e.g., commission plan analysis, market trend analysis, sales territory analysis, gather competitive intelligence from the field for Marketing Product Manager to review and share.
- Support customer Statement of Work (SOW) template development and revisions as needed
- Sales team training development, coordination, and documentation
- New sales team onboarding program creation, coordination, and documentation
- Gathers market and competitive intelligence as directed
- Provides administrative support to Global Sales Director and Sr. Vice President as needed
- May attend and support sales team during local vendor shows and potentially larger regional trade shows
- May be assigned to or work on special sales or marketing projects as assigned

Supervisory Responsibilities This position has no direct supervisory responsibility

Requirements:

- Discretion in handling confidential and sensitive matters
- Excellent communication skills
- Ability to work in a fast-paced environment and multitask
- Proficient use of Microsoft Office products including Word, Excel, Outlook, and PowerPoint.
- Ability to quickly learn new software programs as needed.



- Must be able to resolve issues of a general and routine nature and exercise appropriate judgment to escalate issues to senior management.
- Must be able to effectively prioritize routine and nonroutine work assignments to ensure goals and timelines are met.

Education, Experience and Licensure

- Bachelor's degree preferred
- Minimum 2 years' experience supporting Sales team activities
- Experience utilizing Salesforce.com

Pay Range: BOE

Posted Date: January 7, 2019

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