

JOB TITLE:

Sales Support Assistant

JOB FUNCTION:

Sales Support Assistants work with the sales team to secure orders and present them to the organization in a format that ensures a successful project and a satisfied customer. This is a key position in ensuring that Ryson products are delivered as promised to our customers, functioning properly and to the high standards that our customers have come to expect from Ryson.

POSITION WITHIN THE ORGANIZATION:

Sales Support Assistants report to the Sales Support Manager. Sales Support is a part of Ryson's Sales operation which is headed by the VP of Sales.

RESPONSIBILITIES AND DUTIES:

Pre Sales:

- Assign/record proposal numbers
- Research old proposals as required
- Check proposals to ensure:
 - Correct pricing
 - Accurate configurations
 - Proper terms and conditions
- File old proposals
- Work with salespeople to answer customer questions
- Research previous projects, if any, at the proposed installation location
- Work with engineering to find non-standard solutions to unique challenges
- Support salespeople when they are not in the office

Order initiation:

- Receive, verify and check customer PO for accuracy
- Ensure that PO and latest, or correct, proposal match
- Address customer questions and get any missing information
- Compile Project Folder

- Enter information into order fulfillment checklists
- Ensure that Data Sheet and Orders sheet are complete and accurate

Order fulfillment:

- Process and document change orders
 - Research impact of changes on work in process
 - Communicate cost and schedule impact of changes with customer
 - Work with customer to receive updated PO if required
 - Work with engineering to coordinate changes
- Update project schedule, as directed by others, to reflect any changes
- Work with Shipping and customer to confirm shipping arrangements
- Phone backup

In addition to these primary duties, Sales Support employees may be asked to assist with other duties around the building as needed.

QUALIFICATIONS AND SKILLS:

Skills required for this position include:

- Good communication skills
- Works well with others as part of a team
- Basic computer skills
- A working knowledge of MS Office products specifically Word, Excel, Outlook
- Ability to follow direction
- Ability to keep and maintain accurate records/files

WORKING CONDITIONS:

Sales Support is primarily an office position, however it may require trips to the shop to find answers to customer questions.

Normal hours are 8:30 to 5:00, with a ½ hour lunch

Periodic weekend or evening work as required