

## 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

The above description is only a characterization of the work and not an exhaustive list.

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The person holding this position is obliged to carry out all activities that occur and are reasonably assigned, with due observance of the law.

- 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

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