



**Title:** Sales Support Administrator  
**Reports to:** Vice President Sales & Marketing  
**Class:** Full-Time  
**Type:** Hourly  
**Revised:** 6/23/2011

---

**Primary Role:**

Responsible for SalesLogic Database, Vendor costing and Sales Reports. Completes quotes and bids as required and is the liaison with Design and Operations. Warehouse management and eventually purchasing.

**Responsibilities:**

1. To become the SalesLogic expert, working closely with Third Party Vendor to address programming issues. Input vendor cost updates and create required budget and sales reports.
2. Responsible for writing and submitting professional proposals & quotes for AVE account managers.
3. Handles inbound sales lead calls to convert calls into sales.
4. Work on bid requests and is the team leader in the bidding process.
5. Tracks and provides accurate sales information to company management, works with AVE account managers and dealers to keep account activities and literature up to date.
6. Provides accurate and timely submittal of completed sales orders to design for review, then operations for scheduling and to accounting for billing.
7. Enters new customer data and other sales data for current customers into database.
8. Acquire and maintain sound knowledge of all product lines and services offered.
9. To learn the purchasing process with the intent to add to job description.
10. Assist with marketing activities such as web site, events, and print mail.
11. Function as Receiving and Shipping Manager
12. Stage product for Operations.
13. E-Commerce inventory responsibilities.
14. Assist AVE president with special projects.

**Accountability:**

The Sales Support Administrator will be accountable to the Vice President. Secondary accountability will be to the other management team members, employees and customers of the company.

**Qualifications:**

The Sales Support Administrator shall possess a four-year degree from an accredited college or university with emphasis in business, marketing or engineering or an equivalent combination of education and experience in the field of sales or service of sound and video products and systems. Experience in stage lighting, security and surveillance a plus. The Inside Sales Specialist should possess knowledge of customer relations, marketing and communications, and project management.

**Travel:**

It is expected that this position will require some travel but the majority of AVE business for this position is local twin cities metro.

**Additional Skills and Abilities:**

1. Excellent written and verbal communication skills.
2. Must be responsible, self-motivated, self-starter, personable and well-organized.
3. Superior customer service skills to deal with both internal and external customers.
4. Ability to manage multiple tasks simultaneously.
5. Strong interpersonal skills; ability to work with diverse groups.
6. Strong Database Management Skills with CRS software.
7. Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint and Outlook.
8. Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
9. Must be able to effectively handle stressful situations.
10. Must be able to read and effectively interpret general business documentation.
11. Valid and current driver's license.

**Physical, Mental and Environmental Requirements:**

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Some light lifting of objects is required.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.