



| Position Description | | | |
|----------------------|------------------------|-----------------------------|--|
| Job Title: | Sales Administrator | Date: | April 2025 |
| Reports to: | Administrative Manager | Department: | Administration |
| Location: | Greenville, SC | FLSA Classification: | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt |

| Position Summary |
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| The Sales Support professional maximizes the productivity of outside salespeople by regularly interacting with clients and responding to customer service requests, handling administrative responsibilities, and acting as an intermediary between sales and other departments and vendors. |

| Position Responsibilities- Essential |
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| This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned. |
| <ul style="list-style-type: none"> • Meets and interacts with sales team, design and operations weekly to ensure that all projects are coordinated • Assists salespeople in the preparation of accurate and complete quote/order write ups, checking for accuracy of pricing and other necessary information • Enters Quotes • Places Orders • Works as the liaison between Vendor, Sales and Design when questions arise to resolve issues quickly • Processes acknowledgements in a timely fashion, resolving discrepancies to assure accurate products and pricing are acknowledged • Reviews order and specifications for accuracy • Processes Delivery Tickets • Invoices customers • Organizes and prioritizes large volumes of information • Regularly acts as customer service representative over the phone and face-to-face, professionally, and promptly handling customer inquiries and complaints, taking the appropriate action to resolve customer concerns. Informs Account Executive of developments in the sales/order process • Keeps accurate records according to the company's approved format. Responsible for provision of appropriate reports relating to order process and customer account backlog • Performs other duties as required to support the assigned salesperson, thereby allowing the salesperson to maximize outside sales time |

| Position Responsibilities- Non-Essential/Other |
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| <ul style="list-style-type: none"> • Performs other related duties as assigned • Assists other departments as needed. |

| Essential Skills and Experience |
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| <ul style="list-style-type: none"> • High School diploma or equivalent • Proficiency in Microsoft Office tools: Excel, Word, PowerPoint • With the proper training, is able to learn new computer programs and processes quickly • Strong math aptitude • Excellent communication skills, verbal and written • Strong interpersonal skills • Can be flexible when working with different personalities • Is a Team Player • Positive and upbeat attitude with internal and external customers • Superior attention to detail • Can work in fast paced environment • Able to work under pressure |

- Able to work independently
- Able to multi-task
- Able to prioritize
- Able to stay focused on the task at hand
- Able to meet deadlines without constant supervision
- Highly Organized
- Basic project management skills

Beneficial Skills and Experience

- Associate degree or bachelor's from an accredited school.
- 2 years of successful Sales Support experience.
- 2 plus years of industry related experience.

Performance Success Factors

- Positive ratings on any and all formal and informal customer surveys
- Accuracy and professionalism of materials, reports, and written communication

Reporting & Management Responsibilities

- This position has no direct reports.

Physical and Sensory Demands

Physical Demands

| | | | |
|---------------|--------------|----------------------|----------------|
| Sit | Frequently | Reach Above Shoulder | Occasionally |
| Walk | Occasionally | Climb | Not Applicable |
| Stand | Frequently | Crawl | Not Applicable |
| Handling | Frequently | Squat or Kneel | Occasionally |
| Reach Outward | Occasionally | Bend | Occasionally |

Lifting Requirements

| | | | |
|-------------------|--------------|-----------------|----------------|
| 10 pounds or less | Occasionally | 51 - 100 Pounds | Not Applicable |
| 11 - 20 pounds | Occasionally | > 100 Pounds | Not Applicable |
| 21 - 50 pounds | Occasionally | | |

Pushing and Pulling Requirements

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|-------------------|----------------|-----------------|----------------|
| 12 Pounds or Less | Occasionally | 41 – 100 Pounds | Not Applicable |
| 13 - 25 Pounds | Occasionally | > 100 Pounds | Not Applicable |
| 26 - 40 Pounds | Not Applicable | | |

Definitions:

- Not Applicable - Activity is not applicable to this occupation.
- Occasionally - Occupation requires this activity up to 33% of the time (0 - 2.5+ hours/day).
- Frequently - Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hours/day).
- Constantly - Occupation requires this activity more than 66% of the time (5.5+ hours/day).

Environmental Hazards:

The job risks exposure to no known environmental hazards.

Sensory Requirements:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.



The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Additionally, employees are expected to abide by all internal control & compliance practices to:
Safeguard assets from theft and misuse.
Ensure segregation of duties to minimize fraud.
Comply with business ethics, applicable laws, and regulations.
Maintain confidentiality of proprietary information.
Periodically reconcile physical assets to accounting records.
Safely perform all job duties.

| | | |
|---------------------|--------------------|-------------|
| Print Employee Name | Employee Signature | Date Signed |
|---------------------|--------------------|-------------|

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| Print Manager/Supervisor Name | Manager/Supervisor Signature | Date Signed |
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