



Job Title	<i>Sales Administrative Assistant</i>
Department	<i>Sales</i>
Reports To	<i>Vice President, Sales Eastern Division</i>
FLSA Class	<i>Non-exempt</i>
Salary Grade	
Revised Date	<i>December 29, 2021</i>

Position Summary

Performs administrative assignments for the Territory Managers and Sales Development Representatives providing an increased amount of time for the sales team to sell. Assist the sales team with timely responses to customer questions and requests.

Essential Functions and Duties

Assists in performing the following tasks:

- Request reports including, but not limited to Business Reviews, Customer Trending Reports, and any other needed reports.
- Field Transfer paperwork
- Credit & Rebills
- Return Goods Authorization
- Customer Licensing: collecting updated licensing to ensure orders can be shipped
- FedEx: track orders and delays, communicating outcomes to customers
- Forward Deployed Inventory Program: Auditing, reporting, research invoiced products, communicate excursion information and follow-up. Assist with short dated returns and inventory reconciliation.
- Open Orders: Review orders to identify delays and communicate with responsible party to assist.
- Flu vaccine: Assist with call lists for tracking and returns
- Pricing: Verify
- Sales Meetings: Note taking
- Special Sales projects as assigned and other duties that may arise within this scope.
- Continuously strive to improve processes, service quality to internal and external customers, and employee relations.
- Display dedication to the position responsibilities and achieve assigned goals and objectives.

- Represent the Company in a professional manner and appearance at all times.
- Understand and internalize the Company's purpose; Display loyalty to the Company and its organizational values.
- Display enthusiasm and dedication to learning how to be more effective on the job and share knowledge with others.
- Work effectively with co-workers, internal and external customers and others by sharing ideas in a constructive and positive manner; listen to and objectively consider ideas and suggestions from others; keep commitments; keep others informed of work progress, timetables, and issues; address problems and issues constructively to find mutually acceptable and practical business solutions; address others by name, title, or other respectful identifier, and; respect the diversity of our work force in actions, words, and deeds.
- Comply with the policies and procedures stated in the Injury and Illness Prevention Program by always working in a safe manner and immediately reporting any injury, safety hazard, or program violation.
- Ensure conduct is consistent with all Compliance Program Policies and procedures when engaging in any activity on behalf of the company. Immediately report any concerns or violations.
- Other duties as assigned

Education, Knowledge, Skills and Experience

Required Education:

- High School Diploma or equivalent; Bachelor's degree or equivalent directly related experience. Proven track record of at least two (2) years of successful Inside sales/Tele-marketing experience. Medical sales experience a plus.

Required Knowledge:

- General knowledge of advanced concepts, practices and procedures related to Sales.

Preferred Knowledge:

- Familiarity with Sales Administrative Process.

Required Skills:

- Must have strong organizational skills
- Must have a detail orientation and the proven ability to prioritize work
- Must have effective verbal and written communication skills
- Must have the ability to work with limited supervision and as part of a team
- Sound decision-making abilities

Physical requirements

Vision, hearing, speech, movements requiring the use of wrists, hands and/or fingers. Must have the ability to view a computer screen for long periods and the ability to sit for extended periods. Must have the ability to work the hours and days required to complete the essential functions of the position, as scheduled. The employee occasionally lifts up to 20 lbs. and occasionally kneels and bends. Must have the ability to travel occasionally. Working condition include normal office setting.

Mental Demands

Learning, thinking, concentration and the ability to work under pressure, particularly during busy times. Must be able to pay close attention to detail and be able to work as a member of a team to ensure excellent customer service. Must have the ability to interact effectively with co-workers and customers, and exercise self-control and diplomacy in customer and employee relations' situations. Must have the ability to exercise discretion as well as appropriate judgments when necessary. Must be proactive in finding solutions.

Direct Reports

None

EEO/AAP Statement

FFF Enterprises is an EEO/AAP employer; all business decisions (employment, promotions, compensation, etc.) are made without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, gender identity, or any other legally protected status. FFF Enterprises promotes an equal employment opportunity workplace which includes reasonable accommodation consideration of otherwise qualified disabled.

Acknowledgement

The above statements are intended to describe the general nature and level of work being performed by the incumbent assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and/or skills required of all personnel so classified.

The undersigned employee acknowledges receipt of the Job Description for the employee's position and understands the essential functions, responsibilities and qualifications of the position. Furthermore, the employee acknowledges that this Job Description does not include all of the essential functions of this position, and that these essential functions may change as deemed necessary by the manager.

Print Name

Signature

Date