

## Sales Support Representative

### Job Description

Provide administrative, sales, and customer service support, to your Dahle sales manager(s) in their role of increasing dealer sales and developing new accounts. Additional responsibilities include acting as a liaison between Dahle's Sales Managers, existing dealers and customers, and all other Dahle departments. The ideal candidate must be self-motivated and able to solve problems with little guidance. Customer relations skills and the desire to follow up on unresolved issues is a must.

### Summary of Duties and Responsibilities:

- ▶ Answer or redirect all incoming phone calls and live support chats
- ▶ Process all incoming product sales orders
- ▶ Support Sales Manager(s) in account management and customer satisfaction
- ▶ Act as Administrative Assistant to Sales Manager(s) by providing any support needed in their role of increasing sales and developing new accounts
- ▶ Provide phone support to dealers and end-user customers
- ▶ Coordinate communication between Sales Manager(s) and the Service, Marketing, Finance, and Shipping Departments
- ▶ Keep accurate and updated database records of existing company dealers
- ▶ Generate and provide Sales Manager(s) with sales reports as an overview and to help discover problem areas
- ▶ Monitor orders to make sure all orders are processed and received in a timely manner
- ▶ Discover potential problems and resolve them prior to issues compounding – service, billing and/or order issues
- ▶ Prepare sales quotes – All pricing will be decided by Sales Manager
- ▶ Process shipping and freight quotes for dealers and customers
- ▶ Process Dealer Applications and credit checks
- ▶ Provide necessary resources & literature to existing dealers
- ▶ Provide necessary resources to Sales Manager(s) when they travel
- ▶ Provide coverage when other members of the Customer Relations Team are out

### Job Requirements/Qualifications

- ▶ College degree preferred or equivalent work experience
- ▶ Excellent customer relations skills
- ▶ Excellent computer skills are required. Must be proficient in Microsoft Office specifically Word, Excel, Outlook and PowerPoint
- ▶ Strong organizational skills
- ▶ Must be able to handle multiple tasks at once
- ▶ Occasional business travel to trade shows or to dealer locations

Dahle offers an outstanding benefits package including comprehensive health insurance benefits, and an employee matched simple IRA (up to 3%). For immediate consideration, please send your resume, salary requirements and cover letter to.

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Dahle North America is an equal opportunity employer.

