

ABOUT SNP

Founded in 1992, SNP is a leadership communications company. Our mission is to make our customer's message clear and memorable. We accomplish this through *content* support, communications *coaching*, and *creative development*. We recognize that no two customers are the same and our approach can't be either. This means that SNP'ers are adaptable and creative, and must thrive in our fast-paced, collaborative work environment.

ABOUT THE ROLE

The ideal Sales Administrator prides in being all knowing of SNP's lead-to-delivery process. This individual is responsible for supporting the Sales team throughout the customer journey.

As Sales Administrator you will assist our sellers with structuring proposals and SOW's, creating job orders, and maintaining good CRM hygiene. This cross functional position touches all aspects of the business from Product, Delivery, Solutions Design, Operations to Finance and contributes to the company's ability to meet sales goals while providing a "best of the best" customer experience. This role reports to our Chief Growth Officer.

You will support key accounts and communicate with customers to obtain missing information or answer queries. Internally, your day-to-day work at SNP will support team projects and other duties as assigned to meet business needs.

You are an evangelist for structure, and you will proactively help us identify opportunities to improve as we scale. You will serve a critical function to streamline process and speed up the sales cycle allowing sellers to close more deals.

You're responsible for:

- Working with Sales to structure Proposals and SOW's to ensure SNP standard guidelines are followed.
- Ensuring sales requests are processed in a timely, efficient, and accurate manner.
- Proactively tracking orders and escalating issues to Sales and/or assist with necessary internal revisions.
- Creating Job Orders to ensure smooth hand off to the Delivery team.
- Managing content to ensure sales collateral is up to date (Box and Google Drive).
- Completing additional team projects as needed.
- Monitoring and maintaining CRM data (creating opportunities, uploading proposals, ensuring contacts are organized and current, etc).
- Consulting with Solutions Design on pricing and packaging.
- Liaising with Finance on billing and invoicing.

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- Insights Discovery program management and administration.
 - Providing on-boarding and training support to new Sales team hires.
 - Understanding and applying best practices and knowledge of internal/external business challenges to improve processes and services.

We'd like you to have:

- 2+ years of customer support experience or sales administration/coordination.
- Experience working with a CRM, preferably Insightly or Salesforce.
- Strong organization and time-management skills with an ability to juggle multiple tasks and prioritize under strict deadlines.
- Emotional Intelligence that manifests itself as empathy, resilience, and transparency in the work that you do.
- A customer-first approach and comfort speaking at the executive level.
- Bachelor's Degree or relevant work experience.

While being:

- Fun, with a good sense of humor.
- Willing to chase people down without ego.
- Proactive.
- A continuous learner.
- Entrepreneurial minded.
- Confident, not cocky.
- Humble and able to ask for help.
- A people-person who customers and colleagues love to be around.
- 100% accountable to your colleagues, customers and the work.
- Courageous enough to challenge the status quo and bring new ideas forward