



JOB POSTING

Sales Support

VIcom - Virginia Integrated Communication – Virginia Beach

Department: Admin

Reports to: Director of Finance / HR

VIcom is looking for driven, fearless and passionate team member to join us in our growth expansion! The Sales Support position focuses on assisting Account Executives with back-end sales processes and support to achieve accuracy on each customer project, ensuring each deal flows efficiently through various internal departments. In order to promote both customer and vendor relations, this position will collaborate on marketing incentives through the development of campaigns and special events.

VIcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Our innovative solutions allow organizations to integrate voice, video, data and security communications to operate more efficiently and effectively with no compromise in quality or reliability.

Essential Duties and Responsibilities:

- Process Sales Orders from Sales Representatives – prepare documents for ordering and installation team
- Assist sales team with change orders and RMA's
- Obtain cost sheets and Delivery & Acceptance documents at end of installation and prepare sales projects for billing
- Process all sales billing for business unit
- Reconcile Purchase Orders to sales deals to ensure billing accuracy
- Assist in preparing proposals/bids for sales team
- Prepare spreadsheets for sales tracking
- Work with vendors on marketing support and assist in special projects with/for sales reps
- Assist with order tracking on large sales orders
- Coordinate in-house customer meetings and special events
- Develop marketing flyers and email campaigns and maintain sales marketing folders for Sales team
- Assist sales group with ConnectWise CRM, account activity, pipeline and forecast, Quosal Support
- Field customer calls and assist sales team as needed
- Backup for front desk as needed – vacation/sick days, lunch
- Flexible position with wide array of duties that will be fluid with company growth
- Additional responsibilities may be assigned as necessary

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proficient in Microsoft Office (Outlook, Word and Excel)
- Typing skills to ensure quick and accurate data entry
- Customer service and telephone skills with the ability to maintain a calm composure and negotiate with customers, visitors and employees
- Exceptionally detail oriented
- Strong Interpersonal skills: such as telephony skills, written and verbal communication skills, active listening and customer-care
- Ability to sit for long periods of time
- Professional appearance and manner
- Ability to multi-task and adapt to changes quickly
- Accounting knowledge or background preferred
- Understanding of sales lifecycle and marketing preferred
- Self-motivated with the ability to work in a fast moving environment
- High School diploma or GED Certificate required

Excellent benefits package including health insurance, 401K savings and Employee Stock Option Program.

Interested Parties should respond to careers@vicom-corp.com