



Sales Account Administrator	
Department: Sales Department	Status: Full-Time, Exempt
Location: Elmhurst/Calumet Park	Reports to: Business Development Manager
Supervises: N/A	Last Reviewed Date: 8/12/2024
HR Review and Approval Date: 8/12/2024	Effective Date: 8/12/2024

Position Summary: The Sales Account Administrator will be responsible for supporting the sales team, managing customer accounts, processing orders, and ensuring smooth communication between customers and internal departments.

Essential Duties and Responsibilities include the following, but are not limited to:

- Process customer orders, including order entry, tracking, and invoicing.
- Coordinate with the sales team to ensure customer needs and expectations are met.
- Prepare and distribute sales reports, performance metrics, and customer account updates.
- Assist in the preparation and submission of proposals, bids, and contracts
- Provide administrative support to the Business Development Team, including but not limited to:
 - a. Managing schedules, appointments, and travel arrangements
 - b. Organizing and maintaining electronic and physical files
 - c. Preparing and editing correspondence, reports, and presentations
 - d. Conducting research to support business development initiatives.
- Coordinate and support the planning and execution of sales meetings, events, and conferences.
- Collaborate with other departments, such as finance and logistics, to ensure seamless operations.
- Assist with CRM management, ensuring that client information is up-to-date and easily accessible to the team.
- Creation and maintenance of social media sites and content.
- Performs other duties as required.

Qualifications including Knowledge, Skills and Abilities:



- Proven experience in sales support, account management, or administrative roles.
- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to work independently and as part of a team.
- Ability to adapt to the needs of the business development team
- Ability to prioritize tasks and to delegate them when appropriate.

Education and Experience:

- Bachelor's degree in business administration, Sales, or a related field (or equivalent work experience).
- 1-3 years of experience in sales support, account management, or a related administrative role.
- Previous experience in a customer service or client-facing role is preferred.
- Familiarity with sales operations and processes within the [insert industry] sector is a plus.

Language Skills:

Bilingual preferred but not required

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and listen. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of duties/task being performed by the intern in this position. The content of this job description is not intended



to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment/internship is at-will.

- The job description provides a general summary of the internship in which I was selected for, that the contents of this job description are requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Duties, tasks, internship hours and requirements may be changed at any time.

Employee Name (print name): _____

Employee Signature: _____

Date: _____