



RICHARDSON®

SALES SUPPORT SPECIALIST

Do you enjoy working with a variety of people in a fast-paced office environment?

We are looking for fun, energetic individuals who have strong written and verbal communication skills who enjoy working as a team. We have a broad customer base in the team, corporate promotional and retail / brand markets.

Sales Support Specialist Responsibilities include:

- Develop and cultivate a trusted relationship with accounts
- Process a variety of decoration orders across our 3 divisions. (Team, Corporate and Outdoor Retail)
- Develop a complete knowledge of the products and services Richardson offers
- Assist with problem resolution as needed.
- Initiate and follow-up with customers to answer questions and provide timely feedback to our customer's questions or concerns.
- Partner with sales representative(s) to meet and exceed the customer's service expectations.
- Perform other related duties as assigned

Sales Support Specialist Requirements:

- Proven work experience as an Account manager, Key account manager or other relevant experience
- Demonstrable ability to communicate, present and influence credibly and effectively at all levels of the organization
- Solid experience with MS Office. Intermediate computer and key boarding skills
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- Six months to a year of Customer Service related experience
- High School Diploma or GED but college preferred