

<b>Position Title:</b>	<b><i>Sales Support Specialist</i></b>	<b>Department &amp; Cost Center:</b>	Sales Operations 607
<b>FLSA Status:</b>	<b>Non-Exempt</b> OR Exempt <b>(Circle One)</b>	<b>Supervisor:</b>	Sales Operations Manager
<b>Grade Level: (HR Use Only)</b>	7	<b>Date Approved by HR:</b>	10/09

**Position Overview:**

This position is the primary point of contact for field Territory Managers to initiate and complete administrative tasks associated with their territory management responsibilities.

**Essential Duties and Responsibilities:**

- Provide quality service to Laerdal's internal and external customers in all assigned tasks, while upholding Laerdal Values at all times.
- Quotes:
  - Process quotes on behalf of the field territory managers. Ensure accurate and timely entry of quotes and delivery of quotes to customers. Ensure all prices quoted remain within established discount guidelines. Ensure all quotes are created utilizing Laerdal's standard Siebel quote process.
- Training Invites:
  - Verify training due. Send invite to customer and make appropriate Siebel entries.
- SUN/Mini-SUN/HEWs:
  - Sort and issue weekly SUN registration list for major SUNs. Prepare badges and print personalized agendas for SUN and Mini meetings.
- Contact:
  - Primary contact for field Territory Managers for assistance in their territory management duties. Activities would include but not be limited to:
    - Entering opportunities and activities
    - Facilitating no charge orders
    - Processing credit memos
    - Creating ProForma Invoices
    - Acting as a facilitator for return and repair issues
    - Creating Check Requests and Sole Source Letters
    - Researching SimMan trade-in allowance and eligibility for warranties
    - Providing information regarding order status and stock availability
    - Order literature
    - Emailing and faxing customers with product/sales information as requested by Territory Manager
    - Working closely with customer service, educational service, contract and or other teams as required or requested

NOTE: This document is an outline of the primary tasks assigned and may be changed at the discretion of management, formally or informally, either verbally or in writing. All team members are expected to assist Laerdal in achieving its goals even if such tasks are beyond the scope of this outline. The job description does not constitute an employment contract, implied or otherwise, other than an "at will" relationship and is subject to change by the employer as the needs of the employer and requirements of the job change.

- Leads:
  - Entering leads in Siebel for tradeshow according to established process
- Other tasks/projects as assigned.

**Responsibility and Decision Making Authority:**

- Decision making within Company policy

**Management/Supervisory Responsibilities:**

- None

**Qualifications/Competencies/Position Requirements:**

*Knowledge, Skills, and Abilities:*

- Detail oriented
- Work well under pressure
- Computer skills – Excel & Word
- Ability to multi-task and handle consistent workflow
- Develop and foster relationships
- Good listening skills and retention/memory
- Ability to accurately enter and manipulate data using MFG Pro and Siebel; maintaining a reasonable error rate as determined by departmental standards.
- Initiative to follow-up on pending issues and organize and assign work.
- Effective oral, written and telephone skills.
- Work within scope of job requirements

*Education and Experience:*

- Associates degree
- Minimum of five years related experience

*Licensing and Certification:*

- none

**Working Hours:**

- Standard office hours apply with occasional overtime as required

**Working Environment:**

- Work usually performed in an office setting.

**Tools and Equipment Used:**

- Personal computer, copier, fax, phone, and other typical office equipment

**Travel:** Annual Sales Meeting, SUNs, Regional Meetings as required.

**Physical Demands:**

- Digital dexterity and hand/eye coordination in operation of office equipment
- Light lifting and carrying of supplies, files, etc.
- Ability to speak to and hear customers and/or other employees via phone or in person
- Body motor skills sufficient to enable incumbent to move from one office location to another

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