



Job Description	
Job Title	Sales Support
Salary Range	
Functional Area	Operations

Full Job Description

Major Purpose:

Internal support to dealers, customers and Artex Sales staff in efforts to achieve sales budgets. Effectively represent the company and the “Cow Comfort” strategy to dairy industry. Assist with implementation of company sales and marketing initiatives including dealer development. Support Product management and Customer support with product inquiries and identifying new product opportunities. Communicate new product information to dealers and sales team. Support Dynamics implementation and maintenance.

Major Duties:

- Provide barn drawing take offs and quotations based on the “Cow Comfort” strategy
- Support dealers and sales team by identifying and acquiring appropriate product and marketing materials
- Support dealers and sales team with product customization communication and execution with Engineering
- Watch for and contribute to the collection of applicable market/customer/dealer/product info, articles and pictures to support marketing with social media efforts
- Assist with quote verification based on final drawings at time of order.
- Assist with the creation and gathering of installation documents for customers/dealers
- Assist sales team with customer follow-up and communication on order related items after order is processed

Qualifications:

Competencies – Attributes that are critical to individual and organizational success

- Excellent Organizational skills
- Strong attention to Detail
- Decisive
- Strong Interpersonal skills
- Ability to work in a fast paced environment – Efficiently!
- Focusing on customers
- Fostering teamwork

Technical Skills and Knowledge – specialized skills, knowledge and abilities needed to perform essential job functions

- Microsoft Office suite including Word, Excel, PowerPoint, Outlook and Dynamics
- Strong understanding of product portfolio and “Cow Comfort” strategy
- Knowledge of dealers and distribution channels
- Skills in interpersonal communications, negotiation and conflict resolution
- Understanding of systems that support sales, marketing and product development
- Project management skills and ability to manage multiple projects



Education – Formal education or training required to perform essential job functions. May include degrees, certifications, licenses and/or registrations.

- Degree in Business/Management discipline or relevant work experience

Relevant Work Experience:

- Customer Service/Sales experience – 2-3 years
- Product management support experience – 2 – 3 years

This job description is not an all-inclusive list of responsibilities, duties or qualifications for the role nor are they considered minimum requirements necessary to perform the job, but rather guidelines.