

## Job Description: Sales Support

### Job Summary/Objective:

Responsible for providing sales support to the sales team and customers during the sales process, including helping customers resolve sales related issues in a timely manner.

### Responsibilities & duties:

- Conduct sales analysis
- Update and maintain data in sales systems
- Provide daily administrative tasks to sales executives as required
- Arrange appointments with prospects as directed by sales executives
- Initiate follow-up on leads and set up new accounts
- Liaise with account managers to develop specific sales strategies
- Manage, nurture and convert inbound leads into sales opportunities
- Participate in the preparation of proposals and the presentation of product demos
- Provide accurate and timely information to management
- Develop a strong knowledge of the company's products and services in order to facilitate the sales process

### Skills/Attributes required:

- Excellent verbal and written English communication skills
- Strong customer support skills
- Strong analytical and multitasking skills
- Highly organised and efficient
- Proficient with MS Office including Word, Excel, and Outlook
- Experience with CRM Software
- Experience working with Western companies (preferred)

### Qualifications/Experience required:

- Bachelor's degree preferably in Marketing or Business
- 1-2-year(s) experience in sales support or lead generation