

Associate Customer Relations Manager

The Associate Customer Relations Manager is responsible for supporting the Customer Relations Manager with various sales activities including by not limited to service agreement updates and renewals, order processing, key account monitoring, customer business reviews, customer portal training and updates, maintaining and leveraging Salesforce, providing key reports, as well as other sales support functions.

Responsibilities:

- Responsible for supporting contract renewals, changes, and updates.
- Ensure new sales orders are processed appropriately.
- Resolve any issues with the processing of new monitor and parts orders.
- Support the sales team with programs to deliver new business.

- Monitor key accounts to ensure fullness monitors are performing appropriately.
- Provide actionable insights to the VP of Sales and executive team to drive the growth of the company.
- Partner with Sales Management to identify opportunities to increase revenue, improve sales team efficiency.
- Maintain and leverage the Salesforce environment.
- Assist in developing and delivering customer facing presentations as needed.

Skills Required:

- Strong analytical and problem-solving skills.
- Hands on knowledge of SFDC.
- Strong written and verbal communication skills.
- Proficient in Microsoft Office Suite.
- Strong attention to detail and organizational skills.
- Strong interpersonal, leadership and motivational skills.
- Self-starter able to work effectively in a fast-paced office environment.
- Able to prioritize activities successfully based on the needs of the sales and executive teams.

Education / Experience:

- Bachelor's degree preferred.
- 5+ years experience in sales support / operations.
- 5+ years experience with Salesforce.