



## Sales Support Administrative Assistant

Job Title: Sales Support Administrative Assistant	Division/Department: Sales
FLSA Status: Hourly, Non-Exempt	Reports to: Sr. Director of National Accounts
Supervision: None	Last Revision Date: October, 2019

### GENERAL PURPOSE OF THE POSITION

Provides sales support to the Director of Craft Channel Sales.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides Director of Craft Channel Sales a daily update of all pertinent information with follow-up details regarding all Craft Accounts;
- Provides customers with technical/product information regarding specifications, UPC information, Quote sheets, and any additional request from customers;
- Ability to work in FloraCraft Business Manufacturing Software PLEX & Microsoft Power BI;
- Required to have vast knowledge of all National Craft Channel Account individual customer portals;
- Works with Director of Craft Channel Sales, Marketing and Product Development to gather all information needed to prepare presentations for upcoming customer/internal meetings;
- Coordinates with other FloraCraft employees in Marketing, Product Development, Production, Freight Logistics and other relevant departments to successfully coordinate the planning, shipping and delivery of customer orders;
- Analyzes POS data from an aggregate, Finline, product attribute, and individual item level to support replenishment as well as help support category/item recommendations for growth;
- Works with Director of Craft Channel on recommended planograms based on a clearly defined shelf management strategy using consumer sales and store trait data, and other category/consumer insights. Monitors and tracks shelf metrics;
- Recommends and implements process improvements to drive sales and cost savings;
- Tracks and reports all ongoing projects with timelines to ensure a successful outcome;
- Performs customer service duties within the craft channel that include; maintain customer master, update retail pricing and any other pertinent customer/company information in PLEX;
- Creates Standard Operating Procedures (SOPs) as needed, ensuring the SOP manual is maintained and updated on a quarterly basis;
- Displays proficiency in the following competencies:
  - Initiative – the understanding of what action needs to be taken and completing these tasks while seeking the perspective of others;
  - Personal accountability – taking personal responsibility for mistakes; does what he/she commits to and is honest and forthright;
  - Willingness to Learn – handles change through taking advantage of lifelong learning opportunities and is open-minded and curious to face new challenges;
  - Collaboration - Has positive attitude and an ability to work independently as well as collaboratively, self-prioritizing workload in a team-oriented work environment; expresses gratitude and appreciation to others who have provided information, assistance and support;
- Has ability to manage expectations and develop strong working relationships, both inside and outside the organization; and
- Performs other job responsibilities as required.

### SKILL AND ABILITIES REQUIRED

- Ability to analyze large amounts of data quickly and provide actionable recommendations;
- Utilizes strong verbal and written communication skills; technical, analytical, decision making and problem-solving skills to influence customer contacts;

- Ability to manage expectations and develop strong working relationships, both inside and outside the organization;
- Strong work ethic and integrity with proven ability to adapt to change with a positive attitude;
- Ability to think strategically and increase effectiveness at achieving overall strategies in a highly collaborative environment;
- Must have excellent analytical skills and business acumen to build strong business cases for change;
- Time management skills to prioritize and meet deadlines is essential;
- Highly motivated self-starter with well-developed reporting, writing, time management and organizational skills with a thorough attention to detail; and
- Ability to conduct oneself in a manner that promotes a professional atmosphere and ensures that the encounter with both internal employees and external customers are at the highest level.

### COMPUTER EQUIPMENT AND SOFTWARE EXPERIENCE

- Proficiency in Excel, PowerPoint, Outlook, Word, and Teams (Ability to perform V Look-Up's, Pivot Tables in Microsoft Excel required, knowledge of Access a plus)
- PLEX Manufacturing software (Ability to lean OTJ)

### EDUCATION/EXPERIENCE REQUIREMENTS

- Bachelor's Degree Preferred. Associate degree (A.A.) or equivalent from two-year college; or six months to one-year related experience and/or training; or equivalent combination of education and experience. Limited domestic travel may be required.

### WORKING CONDITIONS/ENVIRONMENT

- This position works Monday through Friday, 8:00 a.m. to 5:00 p.m. unless otherwise agreed upon. Must be flexible and may occasionally require weekend and/or evening work. Working conditions are consistent with a typical office environment and are usually quiet.

### MISCELLANEOUS

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Date \_\_\_\_\_

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Employee Name (Printed)