



Sales Support Specialist

MicroAge Manitoba provides small and medium sized organizations across the province with managed IT services and business technologies, supported by a team of skilled professionals.

We are currently looking for an experienced Sales Support Specialist to join our Sales Team. As a Sales Support Specialist, you will be responsible for responding to customer queries in a timely manner; identifying and assessing customer needs; creating new sales quotes; hardware and service product procurement; maintaining good customer relationships and ensuring smooth sales team operations.

Responsibilities:

- Receive requests for service and product details from customers and provide timely responses
- Qualify new sales opportunities for current customers
- Cross-selling and up-selling services and solutions to existing accounts
- Develop proposals, quotes and respond to customer requests
- Effectively communicate features and benefits of solutions and manage client expectations
- Maintain in-depth product knowledge of the service offerings of the company
- Perform sales procedures through activities and opportunities in the company CRM and remain compliant with defined policies and procedures
- Utilize purchasing system for procurement of hardware and service products
- Track orders and ensure timely delivery
- Follow up with suppliers, as needed, to confirm or change orders
- Receive incoming and ship outgoing products
- Create RMA's for defective products or return as needed
- Perform back-office sales tasks to support Account Managers as needed
- Maintain a positive rapport with customers and work to give them the best possible service

What You Bring:

- Proven work experience as a Sales support specialist or Sales support associate
- Excellent communication/presentation skills and ability to build relationships
- Hands on experience with ConnectWise or CRM systems
- Time management and planning skills
- Strong written and verbal communication skills in English
- You are enthusiastic, passionate and results oriented

Apply Today!

For those candidates who are interested, please send your resume to hr@microagemanitoba.com to apply for this position. Only candidates with sales support or account management experience will be contacted. We thank you for all those who apply.