

## Position Description

**Position:** Sales Support Specialist/ Office Coordinator

**Department:** Sales

### Position Purpose:

The Sales Support Specialist (SSS)/ Office Coordinator supports the sales team in the unified development of research, quotation preparation, bid development and submittals for designated new business opportunities, as well as existing business. In addition, the SSS/Office Coordinator is responsible and accountable for client-facing deliverables that consistently differentiate Pigott, Inc. from the competition, adhere to Pigott corporate branding standards and visually demonstrate Pigott's brand. These responsibilities and accountabilities are a result of working in collaboration with the VP of Sales & Marketing, the Director of Sales, the Marketing Specialist, the Commercial Interior Consultants, and the internal project team. The Office Coordinator is responsible for office management, creating a positive customer experience, facilitating meetings, and providing support to the office team members.

### Position Accountabilities & Performance Expectations:

#### Solution Development

- **Collaborate** with the VP of Sales and Marketing, the Director, the Marketing Specialist and the Sales Team to develop solutions that consistently differentiate Pigott from the competition and win business.
- **Help to Create** a compelling competitive advantage/value proposition for all opportunities.
- **Collaborate** on project recommendations. This may include field research, surveys, data analytics and other research work.
- **Develop solutions** with high perceived value by the customer, as well as ensure Pigott's gross margin goals are met.
- **Clearly understand and articulate** the connection between recommendations and clients' business objectives within formal and informal client interactions. This may involve direct interaction with customers via conference calls, webinars and/or in-person meetings if/as needed based on the account dynamics.

#### Deliverable Development

- Lead and manage the internal team resources in writing, preparing and/or packaging client-facing deliverables that support Pigott's recommendations and brand.
  - **Primary** accountability may include but not be limited to the following client-facing deliverables:
    1. Customer quotations

2. Bid proposals
  3. RFP/RFI responses/presentations
  4. Business review presentations
  5. PowerPoint presentations
  6. Additional follow-up presentation materials
  7. Client meeting agendas and recaps
- Succinctly summarize key findings from data into proposals and presentations to support and justify recommendations.
  - At times, create charts, tables or graphs as needed to create visual appeal within deliverables
  - Ensure all client-facing deliverables align with branding guidelines.
  - Ensure Quality Control (QC) by proofing all client-facing deliverables prior to submitting for an official QC from VP of Sales & Marketing. Eastern Iowa Regional Sales Manager and Commercial Interior Consultant.

#### Team, Department and Regional Support

- **Build relationships** with internal team members to better win business opportunities.
- **Proactively recommending** additional ideas, products and/or services that create cross-sell/up-sell opportunities.
- **Schedule Win-Loss Debrief meetings**, providing input if/when applicable to help others learn and grow from sold and/or lost business. (RFP follow up)
- **Engage team and department leadership**, as applicable, to ensure necessary internal and external customer service and quality issues are addressed.

#### Office Coordination

- Create the appropriate customer experience by greeting and directing all guests and incoming phone calls to the appropriate Pigott representative in a positive and timely manner. Serves as a back up to phones.
- Manage and support internal and external meetings by scheduling and preparing meeting rooms and assisting with food, beverage and other items as needed.
- Maintain general office upkeep and appearance by scheduling cleaning, plumbing, and carpet cleaning and addressing any other issues that occur.
- Manage FedEx, UPS, US postage meter; receive and distribute all incoming mail and faxes
- Manage swatch wall, ordering and replenishing

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
- Attend work on a regular basis. Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

### **Position Requirements:**

- Bachelor's degree in marketing, communications, advertising, journalism, business administration, project management or related field is required.
- Minimum three (2) to five (5) years of related work experience is required. Customer service experience in a service-related industry is preferred.
- Demonstrated skills in presentation development, including but not limited to, copywriting and presentation layout, as well as the ability to understand and follow client-specific presentation guidelines and standards.
- Demonstrated business communication experience including strong written and verbal skills. Technical writing and client presentation experience is required, along with the ability to interact with all levels of management and respond to questions regarding assigned projects and Pigott, Inc. vision and business strategy.
- Solid business acumen with a driven, positive and professional attitude and strong work ethic.
- Strong problem solving, decision-making skills with an emphasis in solution development.
- Ability to learn quickly.

- Demonstrated attention to detail, with the ability to manage multiple, complex projects simultaneously and in an effective and organized manner.
- Experience in working with cross-functional teams. Excellent interpersonal skills with the ability to take and give direction within a matrix organizational structure and team environment.
- Ability to develop strong relationships, easily build rapport and earn the respect of colleagues and customers.
- Ability to think and act in a proactive manner.
- Ability to travel (as needed) to Pigott regional offices, as requested by internal team members to support presentation and sales efforts.
- Ability to proficiently use a financial calculator in the development of astute pricing strategies.
- Demonstrated proficiency with Microsoft® PowerPoint, Microsoft® Word and Microsoft® Excel. Experience with Microsoft® Publisher, Keynote and CAP a plus.
- Ability to listen, understand and respond to external and internal customers' needs in a timely manner; customer service experience in a service-related industry preferred.
- Ability to work the time necessary to complete projects and/or meet deadlines.

#### **Position Demands:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. ***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

Pigott is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.