

Trice Medical

Sales Support Specialist

POSITION OVERVIEW

The Sales Support Specialist is a unique role in our organization supporting our management teams and our customers with a variety of responsibilities. The position requires a customer focused individual who displays the Trice cultural values on a consistent basis. Responsibilities include order entry, answering inbound phone lines, coordinating returns and maintenance activities for our medical education events. The associate must be able to organize, execute, and understand the Trice processes and product lines in order to engage in customer interactions with external and internal customers.

SUMMARY OF RESPONSIBILITIES

- Managing orders received by email, fax or verbal orders and entering them into the SAGE ERP system. Order entry accuracy is a critical skill, as the associate will be creating a good customer experience by getting the orders completed accurately and in a timely manner. The ability to work under pressure during peak volume times such as month and quarter ends will be critical for success in this role.
- Processing returns in our ERP and Visual Vault quality system. Responding in a timely manner for requests for fed ex labels.
- Assignment of quarterly Rocks (90-day projects) is a key management technique, this role will be responsible for accepting, and completing projects outside of the normal job description based on evolving needs of the business.
- Coordinate and manage events to include processing requests, assignment of activities, exhibit and consultant logistics, etc.
- Collaborate with marketing and sales to provide thorough communication both internally and externally through avenues not limited to email, social media, and program agendas/brochures.
- Analyze performance of events and provide key summary and improvement opportunities.

QUALIFICATIONS

- 1-2 years of customer facing/service experience. Event planning/participation should be highlighted as well.
- Experience with order entry in ERP and Microsoft office platforms. Trice systems include –SAGE ERP, Visual Vault, Microsoft office, FedEx ship manager.
- Experience with virtual learning platforms such as Zoom or Microsoft Team
- Excellent communication skills – both verbal and written
- Ability to manage multiple tasks and meet deadlines.
- Thrive in a high-pace environment
- Strong identification with the Trice Core Values: Enthusiastic Positive Attitude, Growth Oriented, Extreme Accountability, Competes and Wins, Honesty and Integrity.

EDUCATION

- Associates degree or higher, preferred