



Sales Support Specialist Position Description

Position Title: Sales Support Specialist
Reports to: President
Location: Company headquarters in Lincolnshire, IL

The Sales Support Specialist is responsible for the efficient management of the company's process for contracting professional development services with current and prospective clients. The specialist will support the sales and consulting teams throughout the contract life cycle from initial inquiry, scheduling of dates, proposal writing, execution of signatures, communicating with consultants, and coordinating with finance on billing. The goal of this sales enablement role is to improve efficiency for clients by monitoring and coordinating among not only the sales executives, but also with consulting and finance. This important liaison role ensures that the consultant arrives at each client school on the right day prepared to support client teachers with the contracted content. This is a newly created position and its importance to smooth cross-departmental operations is the reason that it reports directly to the President.

Key Responsibilities

- Client Relations – Customer Support
 - Work directly with existing and prospective clients to answer questions and troubleshoot contract processing questions
 - Assist executive team with house accounts by preparing Salesforce quotes and drafting proposals for future year's PD dates
 - Speak with prospective and existing clients to provide assistance and information
- Scheduling
 - Maintain central calendar to assign specific consultants to schools so they can provide professional development throughout the year
 - Select consultant for new engagements in consultation with the Vice President of Consulting, who supervises the education trainers
 - At the inquiry stage provide training dates to sales executives who will get them approved by the client and secured with the proposal/contract
 - Update calendar with key information as the contract moves through the process
- Coordination
 - Disseminate information to all the parties once contracts are signed including the clients, the trainer who is assigned to serve the client, and finance for billing
 - Assist in getting key client engagement documents into an online resource to support sharing of information between sales and the professional development consultants
- Monitor the Contract Process
 - Maintain a log to monitor the movement of proposals through the steps thereby avoiding delays



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- Prepare reports of key indicators and pipeline analysis for the executive team
- Identify and propose process changes to improve the customer experience, increase revenue, and reduce costs

Prior Experience:

- Experience in customer service in a sales support role
- Proficiency with a sales CRM (Salesforce preferred)
- AA or Bachelor's Degree, or equivalent work experience
- Self-starter and able to work independently; Fast learner
- Knowledge of MS office suite including Word, Excel and PowerPoint

Successful candidate will possess the following skills/characteristics:

- Energetic self-starter with a strong work ethic and proven track record of success
- Highly organized, with excellent planning and prioritization skill
- Team player, enjoys working with office and remote staff
- Excellent business and technology skills
- Interest in literacy and improving reading achievement for students

About the Company

95 Percent Group is a leader in literacy interventions for pre-K through grade 8 across the US. The company offers professional development as well as print and online products to assist teachers with helping students who struggle with reading. 95 Percent Group's comprehensive educational consulting, professional development, diagnostic assessments, and instructional materials help schools deliver interventions that consistently and significantly increase reading achievement.

The firm is privately-held by Co-Founders Susan Hall, CEO, and her husband, David Hall, who serves as the company's Chief Operating Officer. What began as a small professional development company quickly expanded. Diagnostic assessments were developed to assist client districts in pinpointing student skill deficits and forming intervention groups for targeted instruction. Today the company catalog features over 25 unique products and online courses for educators -- each developed in response to needs expressed by client districts and schools.