

Job Description

MicroCAD Training & Consulting
440 Arsenal Street, Watertown, MA 02472

Job: **Administrative Sales Assistant**
Apply at jobs@microcad3d.com

Basic Function

Responsible for the administrative duties to support the sales team.

Responsibilities

Order Entry Processing:

- Process orders: write purchase orders and invoices in QuickBooks.
- Do bookkeeping activities in QuickBooks, including accounts payable and accounts receivable.
- Develop working knowledge of how sales officers market products for prospects, clients and referral sources, and assist in creating appropriate support materials including presentation folders and PowerPoint presentations
- Update and maintain all order information in our ACT database to be used for sales follow up.
- Ship out packages to customers using UPS online system
- Contact customers to obtain missing information or data to ensure an accurate customer database.

Sales/Marketing Duties:

- Contact customers and prospects through effective telemarketing methods to qualify software needs, invite to events, classes etc.
- Assist the sales force with the preparation of price quotes when asked.
- Help the marketing team with the creation of marketing materials.
- Assemble and send out product literature, demo CD's etc.
- Perform other related duties.

General Office Duties:

- Answer telephone system, take accurate messages and transfer telephone calls to the appropriate person in an efficient and friendly manner.
- Greet and screen incoming visitors in a friendly and professional manner and promptly notify appropriate person of their arrival.
- Receive and sign for courier deliveries and notify appropriate personnel that packages have arrived.
- Receive, sort and distribute incoming mail and prepare outgoing mail in a timely manner.
- Run errands for office supplies
- Keep the office clean, organized and in good working order
- Respond to clients', prospects' and referral sources' requests for information in a timely and accurate manner

Customer Satisfaction / VIR and Subscription Management

- Monitor customer satisfaction reports from Autodesk and actively work towards the improvement of customer surveys, both in completion and in positive results.
- Help in the quote writing, follow up, and selling of subscription renewals for customer software contracts.

Skills

Interpersonal Skills

Oral Communication Skills

Written Communication Skills

Reading Skills

Technical Communication

Customer Service

Diplomacy

Professionalism

Filing

Math Aptitude

Organization

Planning

Time Management

Computer Literacy

Keyboard Skills

Education/Training

Degree: BA or Associates Degree, Experience: Prior administrative, sales and accounting experience.