

Sales Support Representative - Latam

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Company: Sagan

Location: Bogotá

Category: other-general

Job Title: Sales Support Representative - Latam

Location Remote (CST Timezone)

Working Hours: Monday - Friday, 08:00 AM to 05:00 PM CST

Job Description:

Join our team as a Sales Support Representative and become an integral part of our dynamic sales department.

As a Sales Support Representative, you will play a crucial role in providing administrative and operational support to our sales team while contributing to the success of our growing agency. This role offers an exciting opportunity to collaborate with diverse stakeholders, enhance customer satisfaction, and streamline our sales operations for optimal efficiency.

Key Responsibilities:

Sales Material Development: Collaborate with the sales team to develop and sales notes, maintain sales materials, presentations, and proposals, ensuring alignment with customer needs and company goals.

Sales Reporting and Analysis: Assist with the preparation and review of call recordings, sales reports, forecasts, web assessments, and metrics to identify opportunities for growth and improvement in sales strategies.

Sales Inquiry Management: Respond to incoming customer inquiries via phone, email, and live chat, and route inquiries to the appropriate salesperson for resolution.

Customer Onboarding: Guide customers through the onboarding process and facilitate initial order processing as needed, ensuring a seamless experience.

Sales Cadence Facilitation: Facilitate sales outreach cadences and monitor reply inboxes for routing and lead/contact management in Zoho CRM & Zoho Marketing Automation.

Process Improvement: Provide input on existing processes for improvement, with a focus on automation where possible, to enhance efficiency and effectiveness.

Qualifications :

Proven experience in a sales support or business development role, preferably in the digital marketing or advertising sector.

Experience with CRM is highly desired (Zoho CRM experience is a +)

Excellent communication skills, both verbal and written

Strong organizational and multitasking abilities with meticulous attention to detail

Proficiency in using Microsoft Office suite (Word, Excel, Outlook) and CRM software

Adaptability and flexibility to thrive in a dynamic and fast-paced work environment

A proactive and problem-solving attitude with a focus on delivering high-quality service to customers

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