

Job Title: Sales Desk Manager	Department: Corporate Sales
Reports to: General Manager Corporate Sales	Location: Suite 2680 Matheson Blvd. East, Mississauga, ON

ROLE DEFINITION

The Sales Desk Manager will report to Director of Sales and will be responsible for EPP/INDV Specialists, supporting house account business and will be influential in creating and managing in house lead generation program (Future).

KEY RESPONSIBILITIES

- Manage the teams time management ensuring optimal output daily
- Manage Employee Purchase Plan Specialists
- Assist in managing designated house accounts
- Help in creating and effectively managing lead generation program (Future)
- Liaison with marketing to create EPP flyers
- Ensure house account broadcast email sent monthly with product updates
- Focus on re-contracting house accounts
- Perform Rate Plan, Feature and Hardware ROI/Addendums for house account base upon request.
- Conduct research to better understand customers' requests
- Remain informed on product prices and ongoing promotions
- Communicate policies and procedures to customers and Sales Desk Team
- Collaborate with Warehouse Clerk to trace customer orders, as required
- Create and manage reports requested by management regarding Sales Desk department
- Provide support to the sales department by addressing inquiries from Sales Representatives
- Remain abreast regarding upcoming products, services and promotions
- Participate in mandatory team meetings
- Be aware of special prices and discounts available to certain client accounts
- Provide dedicated support to a specific list of customers
- Increase accessory attach rates/revenue
- Increase feature and bundle attach rates/revenue
- Multitasking multiple tasks at one time

QUALIFICATIONS & EXPERIENCE

- Three (3) years' experience as a Sales Representative in the Telecommunications industry
- In office position (Matheson)
- General knowledge of cellular technologies
- Knowledge of Microsoft Excel, Power Point and Word
- Strong customer service orientation
- Bilingual an asset (French and English)
- Sense of organization, initiative, stress-management



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