

Position Profile

Title:	Sales Administrator
Department:	Sales
Reports To:	Sales Director

SETTING

Pattison Sign Group Inc. is a highly successful, North American company growing organically and through ongoing acquisitions. It is one of the world's largest sign and physical branding element companies, with three manufacturing facilities, six sales offices across North America and over 800 employees.

The company is dedicated to absolute customer satisfaction and ultimate quality in its products and services. It is ISO certified to ensure Total Quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and comprised of over 605 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$10.1 billion in 2017 and more than 45,000 employees, the Jim Pattison Group is the second largest private company in Canada.

OVERVIEW

The **Sales Administrator (SA)** is a support role for the Toronto sales office. Assisting the sales team from an administrative perspective, including the Director of Sales is a critical tactical component of this role. The position focuses on the tactical thinking and planning such as data entry, schedule/meeting coordination and technical proficiencies. The SA consistently demonstrates a positive mindset for growth and enhancing the customer experience. French and English proficiencies are an asset for this position. Includes verbal and written forms of communication.

The SA serves as the principle figure of contact for the Director of Sales by carrying out assigned administrative duties related to daily business activities. The role may also include supporting and organizing Toronto sales related events from an internal and external perspective.



The position is most critical pre sales when tracking and execution of administrative responsibilities are transacted via Epicor 10 and web based systems. Of equal importance are the principles of consistent/clear communications, minute taking, attention to detail and timely completion of assigned tasks.

The SA's goal is to help enable the Sales Team (includes Executives & KAMs) to focus on broader issues in the sales cycle such as prospecting or managing problems that may arise from a customer/prospect perspective.

QUALIFICATIONS and COMPETENCIES

Under this redefined position, the SA will serve as an internal tactical partner by managing and maintaining critical documentation both inside and outside of Epicor 10, E-Pattison 1.0 and other internal systems as assigned. The ability to plan/coordinate various critical meetings and/or events (internal/external) is critical.

Tactically, in order for the SA to be effective, the individual must be capable of learning/performing transactions in Epicor 10 (sales module) to track tasks and cases. Administrative tasks such as collecting, sorting, filing, logistics and keeping accurate records of information related to a project/customer (s) is important.

Skills include communications, organization, and a growth mindset, problem solving relationship management, and adapting to change. The following skillsets and competencies are listed below:

Ability to adapt to change: Ability to recognize change is constant as it relates to daily business activities, resources, customer requirements and communication methods. Aptitude to listen and adapt shared methods of resilience may be required.

Effective Listening: Fully concentrate, understand and ask thoughtful questions to ensure task instructions are consistently completed with minimal errors and timely.

Organization: Attention to detail, ability to multi task, focus on deep work without being distracted, analytic skills, time management and collaboration.

Problem Solving: Experienced SA's will develop the ability to analyze and define a problem, evaluate alternatives, propose a solution to critical stakeholders

Relationship Management: To advance the work of the sales team by interacting with internal/external stakeholders in developing professional and productive relationships.

Communication: Ability to produce clear status reports (writing and verbal), communicate professionally and ability to adapt communication depending on the audience receiving the message. In addition, accurate recording and publishing meeting minutes is a critical skill in the execution of this position.

Technical Proficiencies: Strong competencies in Microsoft applications (Word, Excel, Power point, Outlook and Skype), web based systems and Epicor (E10) from a Sales module

perspective (case, task etc.). Experience transacting in alternative ERP systems will also be considered.

Key Responsibilities:

- Utilizes system/information tools (i.e. E-Pattison 1.0) to update and maintain customer data.
- Performs general administrative support duties (filing, scanning, mail support, copying, order and PO support etc.).
- Reception: Back up/first point of contact to cover e reception desk. This includes daily lunch breaks, scheduled meetings and when receptionist is out of the office.
- Scheduling Meetings via outlook: Coordination of meetings on behalf of sales team and sales director (booking meeting rooms or via skype).
- Minute taking: accurate recording and timely publication of minutes at various assigned meetings including monthly sales meetings (internal/external) is a critical for this role.
- Presentation building skills: Assist with the creation via power point of various sales presentations. Power Point competencies are an essential skill.
- RFP documentation support. Coordinating, capturing and organization various pieces of documentation related to the RFP.
- Support in obtaining Certificate of Insurance.
- Epicor 10: Responsible for uploading documents and updating specific project milestones when required.
- Administrative support for KAM Team: relief valve for timely support as it relates to E10 data entry, E-pattison 1.0 and maintenance.
- Bilingualism an asset/may be required to translate verbal or written materials.

From an educational and knowledge perspective, a diploma in business administration, could be considered an asset. 2-5 years' experience in administration or project administration is critical. Overtime may be required.

KEY RELATIONSHIPS

INTERNAL

- Director of Sales, Sales Executives, Key Account Managers
- Team leads in project management business function
- Design, Subcontracting, Estimating, Production

EXTERNAL

- Suppliers and partners