



Title: Sales Support Coordinator

Reports to: Vice President, Marketing

Status: Full Time

Company Overview

Headquartered in Toronto, Canada, with operations in the U.S., and U.K, Angoss provides data and analytics software and solutions to some of the world's largest financial, telecom, retail and technology companies including HSBC, Citigroup, Vodaphone, T-Mobile, Rogers, RBC, and Sirius. Angoss helps clients grow revenues and reduce risk using data mining, predictive analytics and marketing management software that unlock actionable knowledge from customer data. Angoss is listed on the Toronto Venture Exchange under the symbol ANC and has been operating since 1984. For more information regarding Angoss Software Corporation, visit www.angoss.com.

Position

The Sales Support Coordinator is responsible for coordinating research, information management, campaign and administrative activities in support of Sales team initiatives. The role reports to the Vice President, Marketing and works closely with multiple internal teams including Sales, Marketing and Finance.

The Sales Coordinator is a key resource in Angoss' growth initiatives and the role is a good fit for an enthusiastic, disciplined self starter with an aptitude for the sales process, market research, contact management, and technology. It is also an excellent opportunity for someone who wants to gain experience in enterprise software support and career development opportunities in a sales field.

Responsibilities:

- Conduct research on companies and contacts to identify targets for sales campaigns and acquire contact information for the database.
- Administer a contact database including population of new records and updating of existing records (e.g. contact information, company information).
- Coordinate Sales Rep lead and follow up task assignment.
- Identify and resolve customer/prospect information issues including out of date records, duplicates, incorrect contact information.
- Coordinate sales operations activities including event attendance, travel, and expense tracking.
- Prepare and execute targeted sales communications campaigns (i.e. emails).
- Work closely with the Marketing Coordinator in the management of shared sales, marketing, and CRM data and preparation of campaign lists, messaging and execution.
- Assist Sales Reps in producing letters, brochure packets and invitations.
- Other sales duties as requested



Role Expectations

- Able to work on a team and independently.
- Able to quickly collect and process large amounts of information and make informed and intelligent decisions.
- Can efficiently process sales leads and assure leads are directed to the appropriate staff member.
- Capable of answering routine product questions and direct questions to appropriate personnel when necessary.
- Able to prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner.
- Resourceful and innovative when researching prospective clients.

Skills

- 2-5 years previous job experience with customer service or sales support experience.
- Must have excellent time management and problem solving skills.
- Analytical thinking and keen eye for detail.
- Demonstrated proficiency composing written communications.
- Experience assisting with the creation of PowerPoint presentations.
- Strong knowledge of MS Office, including Word, Excel, PowerPoint and Outlook.
- Strong verbal, written and interpersonal skills.
- Resourceful, well organized, highly dependable, efficient and detail oriented.
- Knowledge of Salesforce.com an asset.