

JOB DESCRIPTION FORM

Position Title:	<i>Sales Support Specialist</i>	Department & Cost Center:	Sales Support, # 632
FLSA Status:	Non-Exempt OR Exempt	Reports To:	Sales Support Specialist Supervisor
Job Grade:	12	Location:	US, Americas, NY Office-based
Date Approved by HR:	November 2010		

JOB PURPOSE:

- Provide quality service to Laerdal's internal and external customers in all assigned tasks, while upholding Laerdal Values at all times.
- This position is the primary point of contact for field Territory Managers to initiate and complete administrative tasks associated with their territory management responsibilities.

PRINCIPAL ACCOUNTABILITIES:

- Process quotes on behalf of the field territory managers. Ensure accurate and timely entry of quotes and delivery of quotes to customers. Ensure all prices quoted remain within established discount guidelines. Ensure all quotes are created utilizing Laerdal's standard Siebel quote process.
- Primary contact for field Territory Managers for assistance in their territory management duties. Activities would include but not be limited to:
 - Entering opportunities and activities
 - Facilitating no charge orders
 - Processing credit memos
 - Creating ProForma Invoices
 - Acting as a facilitator for return and repair issues
 - Creating Check Requests and Sole Source Letters
 - Researching SimMan trade-in allowance and eligibility for warranties
 - Providing information regarding order status and stock availability
 - Order literature
 - Emailing and faxing customers with product/sales information as requested by Territory Manager
 - Working closely with customer service, educational service, contract and or other teams as required or requested

MAIN TASKS:

- Sort and issue weekly SUN registration list for major SUNs. Prepare badges and print personalized agendas for SUN and Mini meetings.
- Verify training due. Send training invite to customer and make appropriate Siebel entries.
- Entering leads in Siebel for tradeshows according to established process
- Other tasks/projects as assigned.

DELEGATED AUTHORITY:

Decisions that can be made by the job holder (final say):

- Decision making within Laerdal Corporate values and company policy
- Act independently when required
- Involve other team members to establish best practices/decisions

KNOWLEDGE AND EXPERIENCE:

- Associates degree
- Minimum of five years related experience
- Previous experience with and/or knowledge of Siebel is advantageous

Licenses or Certifications:

- Must Complete CPR training on annual basis using Laerdal equipment and Learning Management System tools.

COMPETENCIES:

- Ability to work through and influence people
- Detail oriented
- Work well under pressure
- Computer skills – Excel & Word
- Ability to multi-task and handle consistent workflow
- Develop and foster relationships
- Good listening skills and retention/memory
- Ability to accurately enter and manipulate data using MFG Pro and Siebel; maintaining a reasonable error rate as determined by departmental standards.
- Initiative to follow-up on pending issues and to organize and assign work.
- Effective oral, written and telephone skills.
- Work within scope of job requirements

WORK ENVIRONMENT:

- Work usually performed in an office setting

Working Hours:

- Hours may vary and will require evening and weekend work depending on business needs and will require working overtime.

Tools and Equipment Used:

- Personal computer, copier, fax, phone, and other typical office equipment

Physical Demands:

- Digital dexterity and hand/eye coordination in operation of office equipment
- Light lifting and carrying of supplies, files, etc.
- Ability to speak to and hear customers and/or other employees via phone or in person
- Body motor skills sufficient to enable incumbent to move from one office location to another

Travel:

- Occasional travel for Annual Sales Meeting, SUNs, and Regional Meetings as required.

SIGN OFF**JOB HOLDER:** _____**DATE:** _____

MANAGER: _____

DATE: _____

NOTE: This document is an outline of the primary tasks assigned and may be changed at the discretion of management, formally or informally, either verbally or in writing. All team members are expected to assist Laerdal in achieving its goals even if such tasks are beyond the scope of this outline. The job description does not constitute an employment contract, implied or otherwise, other than an "at will" relationship and is subject to change by the employer as the needs of the employer and requirements of the job change.