



PacificWRO

Position Title: Sales Support Specialist
Reports To: Account Manager - Medford
Location: Medford Oregon
Status: Full time, Non-Exempt

About PacificWRO:

At PacificWRO, we believe in uplifting people and spaces. Yes, we're energized by designing and furnishing some of the most iconic buildings, companies, college campuses, and hospitals across the Pacific Northwest. But more importantly, we value each team member's unique contribution to those projects because we're not just creating great work environments for other teams – we're creating a great environment for our team. Because our team members are quick-thinking, hardworking, and adaptable PacificWRO is recognized as one of the fastest growing companies in the Pacific Northwest. Yet our team also looks beyond the walls of our office to impact the people in our communities, so we're also ranked one of the most generous mid-sized companies in Oregon. On top of that, we're consistently one of the top-performing Herman Miller Certified Dealers in the country. We're proud of our team and what we're accomplishing together, and we're thrilled you are interested in joining our team! For more information, visit our website: www.pacificwro.com

Position Summary: *Sales Support Specialist*

The Sales Support Specialist supports the Medford sales team in the unified development of research, quotation preparation, bid development and submittals for designated new business opportunities, as well as existing business. In addition, this individual is responsible and accountable for client-facing deliverables that consistently differentiate PacificWRO from the competition, adhere to PacificWRO corporate branding standards and visually demonstrate PacificWRO's brand. These responsibilities and accountabilities are a result of working in collaboration with the Medford Sales Team and the PacificWRO internal support team members. The Sales Support Specialist is responsible for office management, creating a positive customer experience, facilitating meetings, and providing support to the Account Manager.

To Apply:

To apply, email your resume and a cover letter to: info@pacificwro.com
Please mention *Sales Support Specialist* in the subject line.
Applications are open until the position is filled.



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Position Accountabilities & Performance Expectations:

Solution Development

- **Collaborate** with the Account Manager- Medford, Internal Support Team to develop solutions that consistently differentiate PacificWRO from the competition and win business.
- **Help to Create** a compelling competitive advantage/value proposition for all opportunities.
- **Collaborate** on project recommendations. This may include field research, surveys, data analytics and other research work.
- **Develop solutions** with high perceived value by the customer, as well as ensure PacificWRO's gross margin goals are met.
- **Clearly understand and articulate** the connection between recommendations and clients' business objectives within formal and informal client interactions. This may involve direct interaction with customers via conference/virtual calls, and/or in-person meetings if/as needed based on the account dynamics.

Deliverable Development

- Lead and manage the internal team resources in writing, preparing and/or packaging client-facing deliverables that support PacificWRO's recommendations and brand.
- **Primary** accountability may include but not be limited to the following client-facing deliverables:
 1. Customer quotations
 2. Bid proposals
 3. RFP/RFI responses/presentations
 4. Business review presentations
 5. Additional follow-up presentation materials
 6. Client meeting agendas and recaps
 7. Site verifications and measurements



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- Succinctly summarize key findings from data into proposals and presentations to support and justify recommendations.
- At times, create charts, tables or graphs as needed to create visual appeal within deliverables
- Ensure all client-facing deliverables align with branding guidelines.

Team, Department and Regional Support

- **Build relationships** with internal team members to better win business opportunities.
- **Proactively recommending** additional ideas, products and/or services that create cross-sell/up-sell opportunities.
- **Schedule Win-Loss Debrief meetings**, providing input if/when applicable to help others learn and grow from sold and/or lost business. (RFP follow up)
- **Engage team and department leadership**, as applicable, to ensure necessary internal and external customer service and quality issues are addressed.

Office Coordination

- Create the appropriate customer experience by greeting and directing all guests and incoming phone calls to the Account Manager in a positive and timely manner.
- Maintain general office upkeep and appearance.
- Manage literature and fabrics/finishes, ordering and replenishing

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of PacificWRO. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support PacificWRO's commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.



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- Attend work on a regular basis. Adhere to all guidelines as outlined in the *PacificWRO Employee Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of the Account Manager or the PacificWRO Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to PacificWRO corporate branding standards.
- Maintain confidentiality of business operations on behalf of PacificWRO and all clients.

Position Requirements:

- Demonstrated skills in presentation development, including but not limited to, copywriting and presentation layout, as well as the ability to understand and follow client-specific presentation guidelines and standards.
- Demonstrated business communication experience including strong written and verbal skills. Client presentation experience is required, along with the ability to interact with all levels of management and respond to questions regarding assigned projects and PacificWRO's vision and business strategy.
- Solid business acumen with a driven, positive and professional attitude and strong work ethic.
- Strong problem solving, decision-making skills with an emphasis in solution development.
- Ability to learn quickly.
- Demonstrated attention to detail, with the ability to manage multiple, complex projects simultaneously and in an effective and organized manner.
- Experience in working with cross-functional teams. Excellent interpersonal skills with the ability to take and give direction within a matrix organizational structure and team environment.



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- Ability to develop strong relationships, easily build rapport and earn the respect of colleagues and customers.
- Ability to think and act in a proactive manner.
- Ability to travel (as needed) to PacificWRO regional offices, as requested by internal team members to support presentation and sales efforts.
- Ability to proficiently use a financial calculator in the development of astute pricing strategies.
- Demonstrated proficiency with Microsoft® Office 365 programs (word, excel, powerpoint, outlook etc.) as well as learn and use industry related programs such as CAP Worksheet.
- Ability to listen, understand and respond to external and internal customers' needs in a timely manner; customer service experience in a service-related industry preferred.
- Ability to work the time necessary to complete projects and/or meet deadlines.

Position Demands:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. ***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***