

## POSITION DESCRIPTION

**Role:** Sales Support Specialist  
**Location:** Columbus, OH  
**Reports to:** Vice President, Sales

**Summary:** The Sales Support Specialist is a member of Accent's sales team focusing on the support of Accent's business development and account management activities across each of Accent's unique sales channels: direct, agent-based, and online. The successful candidate will possess strong communication and organizational skills with the ability to manage multiple tasks, customer/agent workflows, and communication streams simultaneously.

### Responsibilities:

- Support Accent's direct and agent sales teams in the acquisition of new customers and the growth of Accent's communication services.
- Assists the sales team with Customer quote requests and sales orders for additional products and services from Accent's existing customers.
- Provide product/service details and pricing information to Accent's existing customers based on specific customer inquiries.
- Assist with general service and product-based inquiries across Accent's unique sales channels.
- Conduct outreach and communication programs to Accent's existing customers to ensure high customer satisfaction and inform the customer of Accent's additional products and services.
- Coordinate and deliver monthly sales activity and opportunity reporting to Accent's sales management team.
- Participation in various outside sales activities.
- Participate in weekly sales meetings with other members of the sales team.
- Other activities as assigned by manager.

### Compensation:

- Salaried commensurate with experience.
- Major medical, dental, and vision benefits available.
- 401K plan participation with profit sharing.
- Paid time off and holidays.

### Experience:

- Three or more years of experience supporting organizational communications, customer service, and/or sales functions is preferred.
- Undergraduate degree in business administration, communications, or a related field is preferred however not required.
- Proficient with common business software and applications (Microsoft Office, Slack, etc.)