



POSITION DESCRIPTION

Position: Sales Support

Accountability: Director, Market Development

Salary Range: \$40,000 - \$60,000

Position Summary

The Sales Support role is responsible for providing exceptional service to support the Association's membership recruitment and retention strategies and annual sales goals.

Position Responsibilities:

- Make outbound telephone calls to Members to welcome to CPMA, provide renewal reminders, data clean up and promotion of various activities and events.
- Make outbound telephone calls to potential CPMA Members to provide and gather information regarding membership, programs, and services.
- Update member account information in the CRM system.
- Receive incoming telephone calls regarding member services questions.
- Enter the result of each communication into the CRM system and perform necessary follow-ups.
- Work with the Director, Market Development and the Manager, Membership and Market Development to support achieving annual sales goals and member retention goals.
- Develop and maintain effective relationships with key internal and external stakeholders.
- Travel as required.
- Other duties as assigned.

Education:

- Grade 12 or equivalent

Languages:

- Fluently bilingual.

Experience:

- Minimum two (2) years in a sales support or call centre operator role.

Skills:

- Exceptional verbal and written communications skills.
- Excellent telephone presence.
- Self- motivated and ability to work independently and collaboratively in a team environment.
- Exceptional customer service skills.
- Exceptional interpersonal and communication skills with an emphasis on ability to support building long-term member relationships.
- Proficient computer skills (MS Office suite, sales management databases).
- CRM experience is considered an asset.