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Sales Support Officer

Hiring organization

Tenece

Description

We are seeking a detail-oriented Sales Support Officer to join our IT team. The ideal candidate will play a crucial role in supporting the sales team by managing documentation, coordinating sales processes, and ensuring smooth communication between sales and technical teams. The role requires strong organizational skills, the ability to handle multiple tasks, and a proactive approach to problem-solving.

Employment Type

Full-time

Job Location

Accra, Ghana

Date posted

September 20, 2024

Responsibilities

Documentation & Reporting:

- o Prepare, review, and manage sales-related documents such as proposals, quotations, contracts, and invoices.
- o Maintain accurate records of sales activities, agreements, and customer interactions.
- o Ensure all sales documentation complies with company policies and industry standards.

Sales Coordination & Support:

- o Assist in processing customer orders, tracking deliveries, and ensuring timely execution of contracts.
- o Collaborate with the IT team to ensure technical accuracy in proposals and customer requirements.
- o Support the sales team in preparing presentations, reports, and client materials.
- o Handle customer inquiries, follow up on leads, and ensure proper communication flow.

Administrative & Process Management:

- o Maintain an organized database of clients, leads, and sales performance metrics.
- o Support the IT team in coordinating project timelines and resource allocation.
- o Liaise with procurement, logistics, and finance teams for seamless order fulfillment.
- o Ensure timely renewals of contracts, SLAs, and other agreements.

Qualifications

Education & Experience:

- o Bachelor's degree in Business Administration, Sales, Marketing, IT, or a related field.
- o 4+ years of experience in sales support, sales administration, or a similar role, preferably in an IT or tech-related industry.

Skills & Competencies:

- o Strong documentation and record-keeping skills.
- o Excellent communication and interpersonal skills.
- o Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and CRM software.
- o Basic understanding of IT products, services, and solutions (preferred).
- o Ability to multitask, prioritize, and meet deadlines.
- o Strong attention to detail and problem-solving skills.

Preferred Qualifications:

- o Experience working with IT sales or technical teams.
- o Familiarity with sales processes, contract management, and procurement.