

## **Job Description: Sales Operations Coordinator (SOC level 1)**

\$40-50 K Salary: (Opportunity's for Bonuses are possible based on Job Performance)

Full Time Permanent Position

Hours of Work: 8:30 am – 5 pm.

### **About Epik Networks**

At Epik Networks, we customize and implement the world's most advanced communications' platform. Our Focus is on Business clients; Small, Medium and Enterprise. Our clients are Local, National, North America and Globally. Our Mission maximize the effectiveness of our client's communication, collaboration, and interact with their customers and staff. We enable remarkable business success ...every day.

### **Who We Want to Hire**

We're hiring a sharp, enthusiastic, and personally driven professional who wants to join and help develop a growing International National Sales Organization. The Sales Coordinator (SC) will report to and work closely with Epik's National VP of Sales to help support the Account Executive, Account Manager and Sales Partner teams in their day to day administrative responsibilities.

We are looking for a college/university graduate or persons with experience in all general business tools related with Microsoft applications and CRMs. This is an inside role as part of a growing team. A love for technology, the ability to work on a team and a focus on the details is essential for the correct candidate.

2 years working in an administrative roll with in an office environment is a mandatory minimum. Experience in telecommunication would be a great asset.

### **The Structure**

Epik's Sales team is separated into; Account Executives (AEs), and Customer Account Managers (CAM's) and External Partners. (agents and resellers) The AE's and CAM's work together as a unit and share in the overall success of the team. The SC will work with the National VP of Sales to assist in all administrative areas. The goal is to allow the AE and CAM's to focus on generating new revenue and keep opportunity details current customer contract

Daily Duties will include

- \* Greet all customers and partners that arrive at the office for appointments, visits and demonstrations
- \* Supporting sales team to keep CRM (salesforce.com) accurate and complete.

- o This will include the entry of new Customer data as required

- \* Preparing of reports for customers with close CAM interaction
- \* Help with the preparation of Sales proposals and presentations which may include Excel, Word & Power Point
- \* Help setting up and managing customer events to insure key items are made available as required
- \* Working with VP of Marketing to support the generation of Sales Collateral.

### **Post Sales Duties**

- \* Support Sales in the collection of required details and document
- \* Work with the Epik Project Manager (MP) assigned to each client order to insure they have all details needs to implement a solution smoothly.
- \* Follow all communication between MP and the customer, Insure Sales VP and Sales person is aware of any challenges

NOTE: Duties may change based on the needs of the sales team

We are looking for College/University graduates or comparable experience with inherent leadership qualities, polished business acumen, a love for technology, and a fun sense of humour.

### **What to Expect from the Role**

You'll work from our Toronto Head Office in Yorkville with successful growing sales team. And while you're an SOC (level 1), we'll teach and coach you about sales, the technology and software industry, and how to reach your personal and professional goals!

Successful SOCs are highly organized, and exude infectious, positive attitude. They have a natural work ethic with a "let's get it done" attitude and a true willingness to grow with the role.

Job Type: Full-time