PPAI JOB DESCRIPTION

Sales Support Coordinator

A valued member of the Business Development department, the Sales Support Coordinator will help the Business Development department grow through improving process and productivity. This position will contribute to creating and maintaining good member relationships and ensuring smooth sales team operations through providing support to the Business Development Director, Business Development Account Managers and PPAI members.

Reporting Structure

<table>
<thead>
<tr>
<th>Title of reporting manager: Director, Business Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department: Business Development</td>
</tr>
</tbody>
</table>

Job Status

<table>
<thead>
<tr>
<th>FLSA Status (Exempt / Non-Exempt): Non-Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation (Hourly / Salary): Hourly</td>
</tr>
<tr>
<td>Job Status (Full-Time /Part-Time /Temp): Full-Time</td>
</tr>
<tr>
<td>Daily Schedule (Start time Flexible / Not Flexible): Flexible</td>
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<tr>
<td>Work Location: Position must work from HQ location: Yes</td>
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</tbody>
</table>

Job Discretion

<table>
<thead>
<tr>
<th>How many people does this position supervise:0</th>
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</thead>
<tbody>
<tr>
<td>Does this position have disciplinary responsibilities: No</td>
</tr>
<tr>
<td>Does this position have hiring / termination responsibilities: No</td>
</tr>
<tr>
<td>Does this position have evaluation responsibilities: No</td>
</tr>
</tbody>
</table>

Essential Functions and Primary Duties (list up to 10 most important points)

1. Front line of member support for Business Development department
   a. Provide personable and professional customer service to members to maximize the member experience
   b. Build and maintain a knowledge base about key Business Development areas.
   c. Point person on generic Business Development e-mail accounts.
2. Supplier membership liaison
   a. Build and maintain a knowledge base about membership qualifications and basic membership benefits.
   b. Assist with helping the prospective member gather qualifiers
   c. Track progress in qualifying for membership
   d. Help with renewal calls during high volume periods that are close to tradeshow, event or publication deadlines.
3. Lead Generation
   a. Identify companies that are participating with competitors and then identify appropriate contact.
   b. Identify companies only engaged with PPAI through membership
c. Identify companies that have engaged with PPAI in the past that are not yet currently engaged.
d. Identify leads for product specific sponsorship/donation needs.

4. Call Campaigns
   a. Deadline driven calls to increase customer service for members.
   b. Knowledge based calls to help PPAI make informed decisions
   c. Missing requirement calls: PSA, SAAGNY and/or PPAI membership, etc.

5. CRM Management
   a. Identify and remove expired contact information
   b. Identify and load missing contact information
   c. Identify companies that are missing role designations
   d. Identify company level updates – remove, merge, delete

6. Reports
   a. Pipeline: track and manage leads
   b. Dashboards

7. Marketing Support
   a. Pull lists for marketing e-mails and mailers
   b. For Account Manager specific e-mails through Higher Logic (Real Magnet), create and schedule the e-mails.

8. General Sales Support
   a. Point person for backup when a team member is out of the office
   b. Contribute to presentation, collateral and contract creation and delivery
   c. Pull together data and lists out of various systems
   d. Identify additional touchpoints and put together execution plan.

9. Product Safety Aware Program
   a. Be the point person within Business Development for this program.
   b. Create and implement communication plan for the program
   c. Provide regular tracking for the Business Development team
   d. Communicate with companies about their current and upcoming requirements.

10. Cross-train and back up the Business Development Coordinator

11. Other responsibilities as identified by Director, Business Development

**Association Wide Responsibilities & Values (expectations of everyone)**

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole.
7. Foster cultural values, mission and overall organizational guidelines of PPAI.
Education Preferred

<table>
<thead>
<tr>
<th>School/Certification Authority</th>
<th>Degree/Certification</th>
<th>Major/Minor</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School: Required</td>
<td>Diploma</td>
<td></td>
</tr>
<tr>
<td>College: Preferred</td>
<td>BA/BS</td>
<td>Business Related</td>
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</tbody>
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Experience Preferred

<table>
<thead>
<tr>
<th>Type of Work</th>
<th>Years of experience</th>
<th>Depth of Experience</th>
</tr>
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<tbody>
<tr>
<td>Sales Support or Sales Operations</td>
<td>3+</td>
<td>High</td>
</tr>
<tr>
<td>Customer Service</td>
<td>3+</td>
<td>High</td>
</tr>
<tr>
<td>Data Analyst</td>
<td>3+</td>
<td>High</td>
</tr>
</tbody>
</table>

Knowledge, Skills and Abilities Preferred

<table>
<thead>
<tr>
<th>KSA’s</th>
<th>Years of experience</th>
<th>Depth of KSA’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Office</td>
<td>3+</td>
<td>High</td>
</tr>
<tr>
<td>Adept in Technology</td>
<td>3+</td>
<td></td>
</tr>
<tr>
<td>Written and Verbal Communication</td>
<td>3+</td>
<td>High</td>
</tr>
<tr>
<td>Problem Solving Skills</td>
<td>3+</td>
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Physical Activity

*Sitting:  
*Standing  
*Lifting  
*Pushing/Pulling  
*Bending/Stooping  
*Extended work hours, extended weeks (endurance requirement)

Work Environment

*Office environment  
*Trade show floor or event venues  
*Temperature controlled environment  
*Travel: Must be able to travel

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Apply to: apply@ppai.org