

Sales Support Supervisor

HALO is looking for a Sales Support leader to join our high-growth company. Over the last few years we have grown exponentially to \$765M making us the global leader in branded merchandise, uniform programs, and recognition and incentive solutions. Our size, diversity, and capabilities allow us to deliver breakthrough experiences for clients *and* unrivaled career advancement opportunities.

This role can work from anywhere.

HALO transforms products, rewards and uniforms into unforgettable one-of-a-kind experiences that bring brands to life – and makes it real and memorable for customers, prospects and employees. Each day, our colleagues work with the world's most admired brands solving their biggest challenges.

As the Sales Support Supervisor, use your leadership experience to provide our nationwide sales support team with direction, mentorship, coaching, and training on how to deliver exceptional customer experiences. You thrive being the go-to person for your team members and influencing sales leaders. Your passion for growing the business is infectious and inspires the best of your team.

Job responsibilities

- Drive the performance of a large staff with regular supervision and coaching
- Develop a knowledge-sharing culture of best practices
- Grow your team by hiring the best sales support talent
- Ensure service levels are met by monitoring work processes
- Resolve complex problems that are escalated with a balanced approach
- Champion change as your team grows and evolves to support the business
- Manage departmental budget
- Manage performance improvement plans
- Manage records for attendance, overtime records, and time-off
- Act as office liaison to assigned employee offices

Requirements

- 2+ years of promotional products industry experience
- 5-7 years of supervisory experience
- Proven ability to successfully manage, motivate, coach, develop and measure performance of sales support professionals
- Great judgment about how to prioritize time, and coach others how to focus their efforts
- Demonstrated problem solver with influence skills to make decisions that balance business needs with customer experience
- Reputation for maintaining composure in environment with multiple competing demands
- Embraces taking on increased responsibility and confidence to experiment with new ideas
- Known as a team player that empowers employees to do their best work
- Understanding of HALO standards, processes and procedures preferred, but not required
- Strong verbal and written communicator
- High detail-orientation
- Bachelor's degree preferred, but not required
- When safe, occasional overnight travel (approximately 25% annually, or less)

More about HALO

With more than 1,800 employees in 42 global offices, we offer the industry's most comprehensive range of capabilities, including creative services, technology solutions and logistics and global sourcing. Our clients include over 100 of the Fortune 500 as well as thousands of mid and small-size organizations seeking to make a big impact with their brands.

We combine unparalleled creativity, targeted strategic insights, the diversity of our talent, and flawless execution to unleash the energy and spark the magic that create unforgettable moments, energizing and amplifying brands to capture—and hold—the attention of the people who matter most to our client's success. We focus in three areas:

BRANDED MERCHANDISE

We bring a strategic mindset to merchandise solutions. Our creativity ignites innovation, utilizing design, merchandise, technology and logistics expertise to deliver unforgettable brand experiences.

RECOGNITION & INCENTIVES

Our people-first approach, consultative design process, and scalable SaaS platforms deliver streamlined programs tailored to each client's unique culture, with easy administration and global reach.

UNIFORM SOLUTIONS

We combine functional, fashion-forward design with sourcing, technology and logistics expertise to deliver uniform programs that build pride in each client's brand, promote their culture and deliver a flawless purchasing experience.

As a team member you can expect a positive culture of ingenuity, inclusion, and relentless determination.

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.