



## **SALES SUPPORT SPECIALIST**

### **JOB DESCRIPTION**

Sales Support Specialists serve as a liaison between a company and its customers. They perform several responsibilities related to engaging the sales team and customers with the goal of facilitating sales and providing excellent customer service. Primary focus is to take orders from internal sales team and customers, then input those orders into order processing system so that the warehouse can complete the process and ship company product to customer expeditiously. Sales Support specialists work on the phone, email, the Internet, and sometimes in person to facilitate customer orders, then report to management on order results.

### **RESPONSIBILITIES**

- Processes customer orders and payments accurately and efficiently via telephone calls and e-mail from internal sales team and customers
- Communicates updates on order status, inventory, pricing and shipping information
- Consults with sales, management, other departments, and outside partners to insure orders ship on time
- Help resolve any sales and customer issues in a timely and efficient manner, escalating when required.
- Perform, organize, and streamline operational tasks to reduce the potential for errors.
- Maintain accuracy of order process and inventory system. Update procedures as necessary.
- Insure internal sales team is full stocked with support materials and replenish when needed
- Generate reports related to sales and inventory
- Support continuous improvement of Acera systems and processes by documenting and implementing enhancements to current systems and standard operating procedures
- Other sales support and administrative functions as needed

### **QUALIFICATIONS**

- Strong computer skills with ability to learn new systems and leverage technology to increase productivity
- Provide the customer with exceptional customer support, ensuring customer satisfaction
- Have outstanding decision making and problem-solving skills
- Have accuracy in data entry skills and an excellent attention to detail
- Have high quality standards in written communication
- Have excellent phone demeanor and excellent verbal communication skills.
- Ability to interact with sales, management, and customers effectively
- Adapts to changes in the work environment; able to deal with frequent change or unexpected events.



- Maintain high performance standards and can perform independently in a fast paced, high energy environment
- Exhibits initiative to assist management when opportunities arise
- Self-motivated who takes the initiative
- Have potential for leadership abilities

#### **EXPERIENCE**

- 2 years sales support and/or advanced customer service
- 2 years in order processing environment
- Past supervisory experience helpful
- Minimum high school graduate. Prefer college degree.
- Experience with clinical organizations and government sponsored health care programs are pluses

#### **BENEFITS**

- Medical, Dental and Vision Insurance
- Medical Flexible Spending Account and health savings account
- Paid Time Off
- 401(k)
- Basic and Supplemental Life and AD&D
- Employee Assistance Program
- Short-Term and Long-Term Disability

#### **ABOUT ACERA SURGICAL**

Acera Surgical, Inc. is a growing bioscience device company based in St. Louis, Missouri commercializing a portfolio of implantable nanofabricated scaffolds for regenerative medical applications. At Acera Surgical we are rethinking soft tissue repair using nanomedical technology

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