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## *Sales Service Specialist Administrator*

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers. What's our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience. "We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

### **POSITION OVERVIEW**

The Sales Service Specialist Administrator will report to the VP, Sales Operations and will be assisting the Sales Service Specialist, (responsible for your day-to-day management) in preparing Sales Renewal packages, tracking Renewal progress, and ensuring services are prepared in advance and renewed on time. You will also be responsible for assisting in managing the Pinnaca warehouse - supplies, budgets and provisioning; processing of all Sales orders won, net new and renewed and maintaining the applicable tracking sheets and databases. This position is also the primary backup for front desk coverage, answering phones and supporting customer room rentals.

## MAJOR DUTIES AND RESPONSIBILITIES

- Obtain, review and analyze customer reports to incorporate in renewal package(s).
- Create direct and partner quotes and renewal packages.
- Moderate physical activity. Requires handling of average-weight objects up to fifty pounds or standing and/or walking for more than four (4) hours per day.
- Facilitate ordering for all equipment purchases related to customer orders, internal Pinnaca orders and OneCall Services.
- Coordinating receipt of equipment arrivals; shipping and tracking to either our facility or directly to customer locations.
- Assist in managing warehouse supply, budget and provisioning.
- Maintain internal process management database(s) with purchasing and logistical details.
- Assist the business in maintaining data integrity in all databases for customers' renewals services.
- Actively support internal customers including Sales reps, Project Managers, and Implementation team.
- Responsible for Inventory management including Demo Equipment requests, Asset Tags, and Material Sales.
- Primary back up for Strategic Sourcing and Office Coordinator front desk coverage; answering phones and supporting customer room rentals and greeting guests and visitors.
- Conducts duties in the Warehouse work environment / main office location.
- Responsible for fielding, processing and monitoring time and material tickets escalated from the operations department.
- Other duties and projects as assigned.
- In accordance with ISO27001, you are required to abide by our security policy.

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## SKILLS REQUIRED

- Excellent Attention to Detail
- Detail oriented, organized, and able to work in a multi-faceted position.
- Excellent customer issue resolution capabilities.
- Excellent prioritization capabilities in fast-paced, dynamic environment
- Strong general computer and MS Office skills.
- Excellent communication skills, able to communicate effectively/professionally with internal/external stakeholders.
- Intermediate computer skills including website navigation, and internet search functionality.
- Intermediate-advanced knowledge of Microsoft based applications/software.
- Able to monitor activities and performance to ensure activities meet or exceed established plan
- Balance a variety of projects simultaneously
- Able to work independently with minimal supervision.
- Previous experience/knowledge of video conferencing equipment and/or audio video technical requirements preferred.
- Keen understanding of business etiquette.

## DESIRED SKILLS AND EXPERIENCE: (ONE OR MORE OF THE FOLLOWING):

- Working-knowledge of G-Suite
- Ability to manage customer and inter-departmental requirements.
- Ability to provide quantitative analysis.
- Hunger to increase/drive sales & revenue.
- Strong relational skills.
- Strong active listening skills.

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- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations is essential.
  - Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
  - High level of integrity and dependability with a strong sense of urgency and results-orientation.

#### **PERSONAL ATTRIBUTES**

- Exceptional customer rapport and relationship development capabilities.
- Professional demeanour, strong interpersonal skills.
- Strong customer-facing communication skills.
- Independently motivated, focused and driven to achieve desired performance.
- Team player, works collaboratively with peers achieving excellence together to deliver KPIs.
- Highly organized, proficient in coordination and multi-tasking.
- Ability to take personal initiative.
- Determination and eagerness for self-improvement and growth.
- Work well under pressure
- Punctual.

#### **EDUCATION AND EXPERIENCE REQUIRED**

- 3-5 years' related experience preferred.
- Associates or Bachelors Degree is preferred.