



Title: Sales Administrator

Location: Inside Sales, Walnut Creek CA

Position Summary and Duties: The Sales Administrator will report to the Director of Sales and working closely with the US Sales Team will utilize organizational skills, enthusiasm, and efficiency, to manage multiple projects demanding deliverables with a quick turn around.

The ideal candidate is a team player who has an interest in music, is knowledgeable about the sales process, is an energetic self starter, and is able to work with well with multiple internal & external customers in a fast paced sales environment.

This includes:

- Providing expert assistance to the US sales team (inside/outside) in a variety of situations
- Providing administrative assistance at the corporate level as needed
- Directing all current sales administrative activities
- Supporting the CRM (Salesforce) requests and functioning as the CRM Administrator
- General Sales/Numbers reporting
- Managing call / lead routing / trade show lead assignments
- Overseeing price list maintenance (Channel & Direct)
- Coordinating contact lists for email blasts from our CRM and customer database

Additional responsibilities will include:

- Telesales backup for overflow from reps
- Pipeline reporting
- Maintenance of shared sales documents and resources
- Liaising with Marketing as needed

Qualifications and Requirements:

- 3+ years experience providing administrative sales support
- Entrepreneurial, creative, energetic, diplomatic self-starter, problem solver, resourceful, and takes responsibility
- Excellent communication skills, verbal and written

- Strong organizational skills, ability to work within tight deadlines and on multiple projects simultaneously
- Attention to detail and commitment to see projects through to completion
- Ability to write reports, business correspondence and procedures
- High comfort level with technology:
 - experience with Mac or PC
 - expert level Microsoft Excel user (pivot tables a plus!)
 - proficient in Microsoft Office and Outlook/Entourage

Other Skills and Abilities:

- Experience with Salesforce CRM software
- Working knowledge of sales and operations processes and policies
- Past experience within education, technology, or music market

Education/Other Experience

- BA/BS preferred

Appropriate candidates should contact Claire Collins at ccollins@pinnaclesys.com or 650.930.2923.