



Job Description for Sales Support

Opportunity to working in a fast paced Sales Support team where individuals within the team are responsible to contact Advertisers for ad material, resolve query, fulfilling content upload and getting them approved promptly to fulfill the sales process. Working closely within the team, production and client support teams the individual is expected to ensure clients get the best experience. This role requires excellent client communication, quick thinking and awesome task prioritization.

Key Responsibilities:

- Processes sales leads through to fulfillment process
- Follows up with customers to make sure that they are satisfied with a particular product
- Exerts attention to detail and provide quality solutions and prompt resolutions for our clients
- Deals with any customer complaints and resolves the issue as necessary
- High level of integrity in usage & highest degree of accuracy of the information in the workflow and CRM systems
- Ensure minimum to no revenue loss to the Publisher
- Develops and implementation of innovative business ideas to reduce cost per ad by identifying opportunities to minimize revision rates.

Required Skills or Skills to Develop:

- Client management expertise
- Flexible and adaptable
- Clear communicator
- Effective problem solver
- Patient and empathetic
- Ability to work well as part of a team
- Ability to work effectively with multiple deadlines
- People Person, Time Oriented, Basic Math Skills, Basic Computer Literacy, Consumer Relations, Consumer Complaints, Crisis Management, Reporting Skills, Administrative Skills, Attention to Detail