



Sales Support Assistant

Aldea Solutions Inc. – Montreal, Canada Area

Job Description

The Sales Support Assistant provides direct support to the Sales team on the day-to-day activities for ALDEA's clientele. Main duties are immediate assistance to the Sales department, attending to their specific requirements, and preparing solutions and proposals for the technical transmission of TV events. These events & services entail flawless, clear, concise production and collaboration with all key external and internal entities.

Main Duties and Responsibilities include:

- Support the Sales team on their daily activities;
- Prepare Sales Forecast reports;
- Ability to prepare proposals, including diagrams and charts;
- Prepare revenue reports (per products, per salesperson, etc.);
- Follow up on "failures" with the existing services (root cause internal investigation);
- Answer leads from customers and deal with problems as they arise in a timely and efficient manner;
- Follow up with customers to make sure that they are satisfied, and communicate clear progress and execution of the services/events;
- Act as the single point of contact for coordinating the pre and after sales activities;
- Act as the main contact between departments, as well as for planning and organization;
- Control and maintain related budget;
- Perform any necessary administrative duties including filing reports or producing necessary documents to the Sales team.

Position Requirements:

The ideal candidate for this position will be/have:

- University/College degree in a relevant field with 5 years' experience in sales support. Professional experience in the media broadcast industry is an asset;
- Sound knowledge of MS Office: ability to provide reports using Excel, presentations using PowerPoint, and diagrams/charts using Visio;
- Excellent communicator with written and oral command of English, French, and Spanish;
- Additional languages are strong assets;
- High level of commitment to exceptional customer service and relationship building;
- Able to work in a fast-paced environment, and under pressure;
- Teamwork spirit with strong results orientation and business driven mentality;
- Eventually may be required to work non-traditional hours/days, including weekends and/or holidays, and willingness to travel globally;
- Location: Montreal (Canada).

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