

Summary:

Leading Promotional Merchandise and Marketing Company - Bob Lilly Promotions (BLP) is seeking a qualified Inside Sales Support Specialist preferably in the Dallas, TX area, but will consider remote depending upon candidate and work experience. Applicants must have industry experience and enjoy working in a fun, fast-paced, team environment.

The Sales Support Specialist will interface daily with BLP Account Managers/Executives and clients to provide quotes and other information related to inquiries and opportunities for promotional products, printing and related services. BLP's main focus will be on customer retention and sales growth. Must be able to self-manage and help grow sales and efficiently manage the entire order process. Must be able to provide efficient, accurate and detailed estimates, sales orders, and order processing to completion.

Responsibilities:

- Act as the primary point POC for multiple clients and BLP sales professionals addressing questions regarding project requirements such as products and related services, scope and timelines.
- Serve as a liaison between BLP and customers for daily products, services and quoting needs.
- Work with clients and BLP sales team to coordinate samples for custom promotional products and print.
- Assist in sourcing, quoting and resource availability for client projects.
- Experience with Sage and/or ESP for quoting/sourcing.
- Responsiveness to requests, ability to handle a fast paced environment and prioritize multiple tasks quickly.
- Coordinate internal resources, clients and third parties/vendors for the flawless execution of projects.
- Ensure that all projects are delivered on-time, within scope and within budget.
- Manage and notate changes to the project scope, project schedule, and project costs using appropriate verification techniques, software and electronic record keeping.
- Communicate and escalate concerns or issues to management and/or sales team as needed.

Education and/or Experience:

- Personal commitment to being the best with a strong work ethic and great attitude.
- 2+ year's prior experience in the promotional products industry minimum.
- Ability to manage frequent interruptions while prioritizing the most important and staying on-task to completion of priority jobs.
- Very good educational background, preferably in the fields of computer marketing and/or advertising.
- Proven work experience in Promotional Products industry a must (promotional products and/or print production background required)
- Ability to learn quickly and thrive in a fast paced work environment.
- Solid technical background with understanding and/or hands-on experience in sales support/inside sales.
- Excellent client-facing and internal communication skills a must.
- Excellent written and verbal communication skills a must.
- Solid organizational skills including **attention to detail, prioritization** and multi-tasking skills a must.
- Excellent organization, verbal, written and communication skills.
- Expert working knowledge of Microsoft Office, ESP and/or Sage.