



**Position Title: Sales Support Representative**

**Company Overview:**

**Purpose of the position**

- Support sales staff in the achievement of set revenue and GP budgets in line with company directive and objectives
- Respond to customer inquiries and requests

**Duties and Responsibilities Include**

- Generate and provide customer quotations (verbally and in writing) as requested by the sales staff
- Support the efficient promotion of differentiating Westcon value propositions through sales engagement (e.g., competitive research, preparing sales documents)
- Enter customer orders for sales staff
- Monitor performance of allocated accounts and set achievable goals that will result in increased sales
- Point of contact for customer inquiries regarding sales interactions
- Serve as back-up to sales staff for answering incoming customer calls

**Qualifications**

- Previous experience in a customer service role
- Technical certifications in appropriate technologies (desired)
- Ability to use standard software: MS Office Applications (e.g., MS Excel, MS Word)

Westcon Group is a fast growing, multi-national specialty distributor of networking, communications and security equipment for leading technology vendors. Westcon Group is comprised of individual operations under the Comstor (Cisco-focus), Voda One (Avaya-focus) and Westcon (Nortel-focus) brands, creating a global distribution business throughout North America, Africa, Asia, Australia, Europe and South America. We are committed to the delivery of superior quality of service based on a foundation of honesty, integrity and ethical treatment.

Our employees are as important as our customers and we take pride in recognizing their outstanding talents and efforts.

Visit our website at [www.westcon.com](http://www.westcon.com) for more information.

**We offer:**

- Healthcare Benefits (Medical, Dental, Vision and Prescription Drugs)
- 401k with Employer Match
- Paid Time Off
- Life Insurance and Disability Coverage

*Westcon Group is an AA/EO employer and actively seeks candidates from diverse backgrounds.*