

Sales Assistant

As the Sales Assistant at Golden Helix, you will work under the supervision of the Area Director of Renewals and Customer Satisfaction to help facilitate the incoming customer orders and reduce the administrative burden on the company. The position encompasses basic sales outreach and follow-up, along with excellent customer services skills.

Job Description

Sales Assistant Support

- Data entry of sales information into the CRM database, including inbound leads, renewal and customer contact opportunities, along with tradeshow and mailing lists.
- Review customer accounts to ensure optimal usability of software platforms.
- Monitor customer license usage and assess risk for renewal sales.
- Learn customer base to assess sales potential/likelihood of sale closing.
- Learn and update accordingly our license management system on individual/account basis.
- Issue quotes to customers as requested by the sales team.
- Work closely with Support Team in scheduling demos and/or training.
- Assist with regular CRM database maintenance and special projects as directed.
- Assist with email and mail campaigns.
- Monitor the info@ email address for customer and sales related emails.
- Other sales process duties as needed.

The ideal candidate will have the following qualities:

- Basic bookkeeping experience required, with QuickBooks knowledge preferred.
- Must be steady and analytical, with a high sense of order and organization. Continual attention to detail amid frequent interruptions required. Able to efficiently and accurately juggle multiple tasks and demands.
- Background in science and business is helpful but not required.
- A value and preference for assisting a team required with an interest in sales. Must be professional and enjoy helping others with an upbeat positive attitude to help close a deal!
- Effective verbal and written communication. Experience communicating directly with customers a plus.
- Proficient in Microsoft Office 2013+, including Excel, Word and Outlook. Familiarity with Microsoft CRM preferred.
- 2+ years experience in a professional office environment is preferred.
- Interest in software, biotechnology, genetics, and/or sales a plus.

This position is available to start ASAP and is full-time. The salary is competitive (DOE) and comes with benefits including paid time off, healthcare, 401(k) Match, participation in company-wide bonuses and long term incentives.

If you are interested in a challenging and rewarding position with an exciting company, please send your resume and letter of interest to personnel@goldenhelix.com.