



TITLE: Associate, Sales Support
REPORTS TO: VP of Sales
LOCATED: NYC
STATUS: Non-Exempt

JOB OVERVIEW: The responsibility of the full-time Associate is two-fold: to establish a welcoming, warm and professional atmosphere for all clients, visitors, and employees (“Front Desk”), while accurately handling day-to-day sales related responsibilities and administration for the VP of Sales and the field sales team (“Sales Support”). As part of our team environment and the overall ICP culture, we’re looking for a polished, energetic, positive, and flexible professional who is strong at multi-tasking and wearing “multiple hats”.

HOURS: 830am-530pm

CORE RESPONSIBILITIES

Front Desk

Proactively manage the ICP Corporate office front desk operations, including but not limited to:

- Greeting employees and guests and acting as liaison for visitors and ICP employee
- Offering refreshments to guests & assisting guest with storing of coats/belongings
- Receiving incoming mail and courier packages
- Notifying NYC team members of visitors, deliveries, and packages in a timely manner
- Answering incoming calls and emails courteously and promptly
- Providing information in a positive professional way to any visitor or caller
- Maintaining a neat workspace, free of clutter and boxes
- Assisting the ICP owners as needs arise

Sales Support

Provide support at the direction of the VP of Sales to help with the efficiency of the field sales team operations, including but not limited to:

- Gatekeeper for Retail Lab, including creating and removing username and password for both Retail Lab Extranet and Retail Lab Admin, and transitioning responsibilities to XY Retail when that platform is launched
- Orchestrating semi-monthly National Sales Call, including scheduling, collecting agenda items, distributing agenda, drafting and distributing meeting recap
- Coordinate field team onboarding and off boarding with IT/Operations email distribution lists and access to internal drives and applicable IT equipment
- Collect data from finance sheets and retail lab to update staffing budget sheets
- Update staffing analysis report monthly
- Record keeping, Field team Status Update
- Data entry, updating retail lab with actualized salaries
- Ad hoc tasks and projects as needed

REQUIREMENTS

- College or business degree and 1-2 years related office or sales support experience
- Excellent technical skills and aptitude including strong MS Word, Excel, Powerpoint; and the ability to quickly master and adapt to other software / platforms
- Exceptional client service skills including utilizing a positive, friendly, outgoing approach
- Superior attention to detail and follow-through
- Outstanding organizational skills and a proven track record of execution on tasks
- Strong verbal and written communications, including ability to connect with all levels of staff / management
- Proactive and flexible, a team-player who is also resourceful and able to work independently
- Experience with some front desk greeter duties, such as dealing with mail, couriers, deliveries, guests
- Represents ICP in a polished professional and friendly manner consistent with the ICP culture and values