



Job Description

<u>Job Title:</u>	MPS & Major Accounts Specialist
<u>Department:</u>	Sales
<u>Reports to:</u>	Managed Print Program Manager
<u>FLSA Status:</u>	Non-Exempt Monday – Friday 8 a.m. – 5 p.m.

Summary:

The role of MPS Support Specialist is to provide support and assistance to the MPS Manager, potential customers, existing customers and our service department for MPS Program related products and services. This includes assisting with implementing new MPS Contracts and providing information to new prospects, managers and service representatives.

Duties and responsibilities:

- Lead and/or assist with on-site customer Assessments, proposals, training and implementations
- Educate the sales force on MPS programs, special pricing requests, and best practices for device placement
- Create MPS proposals and presentation material based on individual customer needs and customized Systemel offerings
- As needed, work with inventory control and Sales Support to get quotes on products, software, etc.
- Attend open houses to promote Systemel
- Contact prospects after open houses and trade shows to schedule appointments and obtain additional information
- Work with service teams to ensure that all MPS customers are set up with data collection software or another approved meter collection
- Assist with collection of MPS Meters for quarterly and monthly billing.
- Input sales activity in compass for MPS and 920M customer interactions
- Proactively research NC State agency websites to find RFP opportunities for Systemel/MPS and Major Accounts
- Follow up with existing and potential customers to ensure customer satisfaction via email and phone call
- As required, assist with network installations and connectivity
- Other duties may be assigned as necessary

Skills Required:

Excellent organizational skills; Strong computer skills to include: Microsoft Office with heavy concentration in Excel; Excellent written and verbal skills; Ability to manage multiple priorities and tasks; Strong project management skills, deadline oriented; Outstanding interpersonal skills

Minimum Education:

- High School Diploma
- 2+ years of experience in a sales or administrative support environment



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