Maxsum Consulting
Administration Support Officer

Position Description	
Title	Administration Support Officer
Reports To:	**Business Services Manager**
Supervision Of:	Nil
Internal Liaison:	Executive Management Team Sales and Marketing Team All departmental staff
External Liaison:	Maxsum clients, suppliers, vendors and other stakeholders (as required)
Hours	**Part Time (3 days per week)** 9:00am – 5:30pm
Working Days	Monday, Tuesday, Thursday
Position Summary:	As a Business Services Support Officer at Maxsum your primary responsibility will be providing support for the Sales team. Your responsibilities will however be varied and will span all functions of the Maxsum team.
Areas of Responsibility	- Sales Administration - Office Administration - Answering incoming phone calls - Procurement Lifecycle

Key Objectives	- Provide support to the Executive Management team by way of varied administrative duties, including but not limited to:
	  o Calendar management, appointment setting and meeting preparation.
	  o Documentation
	  o Assist to deliver strategic planning outcomes.
	  o Adhere to all policies and procedures as outlined by Maxsum's Management Team.
	
	- Provide support the Sales team which may include:
	  o To act as the primary resource within Maxsum for generating quotes for Clients
	  o Creating Business Case presentation documents for clients
	  o Creating other Sales documentation as required
	  o To manage the procurement process for all hardware and software through ConnectWise
	  o Sales ticket handling
	  o Procurement lifecycle tasks – purchase orders, order fulfilment, receiving
	  o To build relationships with vendors and suppliers and to understand escalation processes with those vendors and suppliers.
	  o Provide support to execute outbound Sales Campaigns.
	  o Achieve & maintain Sales Certifications for vendors as outlined by Maxsum Management in line with company focus (as required).

o Maintain the data integrity and validity of all company systems utilised in your role; ConnectWise Manage:
- Including maintaining current contact information within clients (Name/Position/Email/Numbers/etc.)
- Including entering all client activities and keeping current
- Including entering meeting notes and follow up activities
- Including entering call notes
- Including Opportunity management to company standards

- Office Management support:
  o Answering and directing incoming calls
  o Actioning Accounts payable tasks
  o Actioning Accounts receivable tasks
  o Weekly invoicing
  o Maintain the Maxsum inventory system within ConnectWise
  o Maintaining Stationary/Office Supplies
  o Assisting with Staff Events/Wellbeing initiatives

Attributes	**Required attributes for this role**
	- Self-motivated with the ability to work in a fast-moving environment. - Ability to manage multiple business-related stakeholders. - Ability to document and evaluate business process from a range a disciplines - Attention to detail. - Exceptional interpersonal skills - High emotional intelligence - Continuous investment in personal growth and training - Excellent time management and the ability to work autonomously - Advanced computer, written and verbal communication skills - High degree of personal execution, organization and problem solving - Self-motivated with the ability to multitask and work in a fast-moving environment
Education & Experience	**Mandatory experience for this role** - Proven experience in an Administrative/Sales Support Role - Experience working with Executive Management teams - Basic understanding of information technology and business concepts - Problem solving skills - Experience in technology vertical selling inc. Managed Services (desirable)
Measurements	- AR Days - AR Balances - Open Opportunities/PO's *Note: Measurements to be identified and managed through Maxsum's Performance Development Process*