

**Sales Coordinator**  
**February 2019**  
**Version 1**



**Position Type:** Full-Time  
**Compensation:** TBD  
**Location:** Working in our Raleigh, NC office  
**Travel:** Up to 25% travel per year

### **Company Overview:**

Founded in 1994 and headquartered in Raleigh, North Carolina, Residential Management Systems (RMS), provides web-based housing, conferencing, and judicial management software solutions, serving Universities and Colleges, as well as private sector properties, worldwide.

The RMS team and products offer a new dimension to residential management with the combination of power, functionality, and ease of use. These three factors dominated the original design of the system in 1994 and continue to be the guiding principles in future product development. Our ground-breaking Mercury product provides a flexible and powerful solution that everyone in the organization finds easy to use and understand.

### **Position Overview:**

The Sales Coordinator's responsibilities include a wide range of sales related activities for both prospective and existing clients. The responsibilities include pro-actively contacting clients, coordinating product demonstrations, attending industry trade shows, answering product related questions, and much more. A key requirement across all tasks is strict attention to detail, ensuring the successful completion of many complex communication and sales activities. This position also will work with others to facilitate the marketing efforts of the company. A successful Sales Coordinator is positive, energetic and passionate about helping clients work through the process to buy from RMS and remain a client of RMS.

### **Responsibilities:**

- **Sales Activities**
  - Coordinate WebEx and on-site presentations with prospective and existing clients
  - Work with President and other Sales staff to complete and submit Requests for Proposals
  - Document all sales related activities in Salesforce
  - Work to ensure the smooth transition of new clients to the Implementation team
  - Coordinate resources needed from other internal teams to facilitate the sales process
  - Participate in WebEx and on-site product demonstrations
  - Develop strong relationships with client staff
  - Develop strong relationships with internal staff
  - Learn how to demonstrate our Mercury software
  - Learn the business of University Housing and Conference management

- **Marketing Activities**
  - Travel to represent RMS to prospective and current clients at national and international trade shows.
  - Work closely with VP of Operations and others to host the RMS World conference each year.
  
- **Other Responsibilities**
  - Book travel for self and other RMS sales staff in accordance with RMS Policies manual
  - Assist internal Quality Assurance and Development teams in product testing
  - Other duties, as assigned

**Required Skills and Attributes:**

- Bachelor's degree (or equivalent) and three years of professional experience
- Excellent interpersonal, verbal, and written communication skills
- Ability to build rapport and positive relationships with clients
- Ability to work with clients of varying levels and responsibilities
- A positive outlook and a drive to help others be successful
- Strong organizational skills and attention to detail
- Strong MS Office Skills, especially with PowerPoint, Word and Excel
- Ability to work independently on assigned tasks. Demonstrated ability to be proactive and take initiative
- Ability to prioritize tasks to meet critical deliverables in a timely manner
- Ability to proactively ask for help and to show continual growth as new items are explained

**Preferred Skills and Attributes:**

- Experience working in University or College Housing, Residence Life, Conferences, or Student Accommodation/Reservations
- Experience working in a sales capacity
- Experience working with Salesforce