

Job Title	<i>Sales Support Administrator</i>
Reports To	<i>Director of Operations & Marketing</i>
Location	<i>Omaha, Nebraska</i>

Job Purpose

The Sales Support Administrator will uphold the highest standards of support for our team, clients and business partners. This person will have exceptional organizational, communication and technology skills while also being accountable and able to adapt to the multiple responsibilities that come along with working in a small company where everyone must be willing to expand beyond their normal day to day roles.

Duties and Responsibilities

- Data entry utilizing Franchise CRM system
 - Register franchise leads
 - Communicate registration confirmation with Brokers
- Initial validation of liquid capital and net worth of organic leads
- Brand territory checks using mapping software
- Administrative responsibilities including but not limited to:
 - Answer incoming calls / make outbound calls
 - Coordinate client, broker and employee appreciation
 - Coordinate client and office events
 - Vendor relations
 - Filing
 - Mail management
 - Calendar management
 - Order office supplies
 - Maintain office organization and cleanliness
 - Willing to take on any additional administrative responsibilities as needed
- First Impression of Franchise FastLane on phone calls and to office visitors
- Coordinate travel for team members
 - Hotels, flights, etc. for discovery days and conferences
- Back up to other sales support, operations, human resources and marketing roles as needed

Qualifications

- Degree from a 2 or 4-year school or equivalent experience preferred
- Proven work experience as an administrator or sales support agent
- Experience in franchising is preferred but not required
- General business knowledge a plus, in order to explain franchise opportunities

- Software skills including but not limited to Microsoft Office Suite (Outlook, Word, PowerPoint, Excel), CRM software, real estate software, project management software, conferencing software
- General computer and telephony skills
- Exceptional communication skills both written and verbal
- Understanding of business performance metrics
- Excellent organizational and multi-tasking skills
- Ability to work under strict deadlines
- Ability to work in a fast pace environment
- Travel coordination
- A team player with high level of dedication

Working Conditions

The majority of duties are done in an office setting.

Physical Requirements

Minimal physical requirements are required

Direct Reports

None

Approved by:	<i>Carey Gille, President</i>
Date approved:	<i>March 2019</i>
Reviewed:	<i>March 2019</i>

Franchise Fastlane is an accelerated turn-key franchise sales organization (FSO). FFL works with a limited number of franchisors to generate qualified leads and drive explosive growth. FFL is a growing business offering challenging and rewarding employment driving growth by matching entrepreneurs and franchisors. FFL is positioned right in the center of the franchising industry which now exceeds \$500 Billion and continues to experience steady growth.