



## ***POSITION DESCRIPTION***

### ***Administrative Assistant – Sales and Marketing***

Reporting to the Accounting Manager, this full-time employee will perform administrative support and clerical duties for the CEO/President, Technical Sales Manager, Accounting Manager, external marketing resources, and other department staff as necessary. This is an onsite role, working out of DTi's office in Southborough, Massachusetts. This is a role where juggling multiple tasks and wearing many hats is a requirement.

### **PRIMARY RESPONSIBILITIES**

The administrative assistant role will support DTi Sales, Engineering, Production, Quality and Customer Service Depts. to facilitate the Sales process from initial inquiry to final sale with many simultaneous activities and related demands. This role will primarily include both administrative and clerical duties.

Support DTi's Sales and Marketing goals on a daily basis. Approximately 70% of this role is sales and marketing support and 30% of this role is administrative and clerical support for other employees within the Southborough office.

Responsibilities to include:

- Provide administrative support for Sales, Marketing and Engineering Departments for both ongoing and special projects and:
  - Assist with marketing review, including providing assistance with press releases, direct mail and email campaigns.
  - Serve as our contact with marketing outlets such as Publications (assorted media), Directories (Globalspec, ThomasNet, IQS), Website (In Concert) and Social (Google, LinkedIn, Facebook et al) Tradeshows (Hanse Aerospace, Design-2-Part etc).
  - Facilitate trade show administration including pre-show and post-show activities, email promotion, freight logistics, and coordination of travel arrangements.
- Follow-up on leads from trade shows, enter leads into Salesforce as necessary. Assist with outbound sales efforts (e.g., cold calls and email outreach), and qualify leads.
- Support Salesforce activities, as necessary. Entering information into Salesforce, as well as other related tasks, including working with Mailchimp.
- Update website, as needed.
- Run reports to track sales and marketing activities.



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- Special projects as assigned by the President and Technical Sales Manager:
- Keep accurate records and document customer service actions and discussions.
- Analyze statistics and compile accurate reports, using Excel.

#### **Other Administrative Responsibilities:**

##### General office duties

- Fill in backup activities to include but not be limited to:
  - Customer Service-order entry and quoting
  - Approving Orders when Inside Sales is out of the office
  - Accounting-projects as requested
  - Assist with Accounts Receivable collections on occasion.
- Coordinate company functions and/or arrange appropriate meetings - including scheduling, itinerary and materials needed.
- Organize Zoom calls, as needed.
- Create and maintain display screen content.

#### **Assistant to the CEO/President:**

- Support the CEO/President with daily administrative activities.
- Prepare domestic or international travel documents as needed.
- Prepare trip reports as requested.
- Develop and maintain familiarity with document control procedures as they relate to intellectual property, quality records and server protocols.
- Facilitate corporate transactions in a confidential manner according to Company policies.

#### **EDUCATION/EXPERIENCE**

- Bachelor's degree or equivalent from a four-year college; or four years related experience and/or training; or equivalent combination of education and experience.
- Must have excellent computer skills with knowledge of MS Office suite including Word, Excel (advanced proficiency, including pivot tables), PowerPoint presentations, email, and database management (Salesforce).
- Must have the ability to support teamwork while working independently.
- Must possess superior communication and interpersonal skills with the ability to exercise good judgment, patience and tact when dealing with all inquiries and capable of working with individuals at all levels.



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- Must demonstrate the ability to operate office equipment efficiently.

**PHYSICAL REQUIREMENTS**

PHYSICAL DEMANDS		% OF TIME	PROVIDE AN EXAMPLE
Stand	X Y e s ↑	30%	Sales functions
Walk	X Y e s ↑	30%	Sales functions
Sit	X Y e s ↑	90%	Sales functions & Cust Support
Talk or hear	X Y e s ↑	50%	Schedule customer orders
Use hands to handle or feel	X Y e s ↑		Monitoring Quality
Climb or balance	↑ N O ↑		
Stoop, kneel, crouch or crawl	↑ N O ↑		
Reach with hands and arms	X Y E ↑	30%	Material Sample
Operate foot controls	↑ N O ↑		
Taste or smell	↑ N O ↑		
WORK ENVIRONMENT		% OF TIME	PROVIDE AN EXAMPLE
Up to 10 pounds	X Y e s ↑	10%	Samples to Cust & Tradeshow Prep
Up to 25 pounds	X Y e s ↑	10%	Samples to Cust & Tradeshow Prep
Up to 50 pounds	↑ N O ↑		
Up to 100 pounds	↑ N O ↑		
More than 100 pounds	↑ N O ↑		
VISION REQUIREMENTS		% OF TIME	PROVIDE AN EXAMPLE
Close (20 inches or less)	X Y e s ↑	95%	Reviewing emails
Distance (20 feet or more)	X Y e s ↑	3%	Product Review
Color	X Y e s ↑	3%	Reviewing emails
Peripheral (side) vision	↑ N O ↑		
Adjust focus (e.g., microscope)	N O ↑		