

## System Job Description



**Job Title:** Compass Administrator / Corporate Bid Desk  
**Department:** Sales Support  
**Reports to:** Sales Support Manager  
**FLSA Status:** Non-Exempt: 8:00am – 5:00pm, Monday - Friday

### Summary:

Manage customer information through our companywide CRM, Compass and support the Marketing Department in day-to-day duties as needed.

A Corporate Bid Desk and Compass Administrator should possess a positive attitude, professional presence and is expected to assist in proactively improving sales support/CRM processes, lead generation methods with CRM data, and marketing strategies by successfully managing Systel sales, marketing, and customer information while performing the following duties:

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#### Essential Duties and Responsibilities:

- Administer Systel CRM database, Compass, through Account/Customer Information entry, updating and continuous data auditing and organization.
- Assist in Territory Realignment for the branches by territory and account analysis and transfer.
- Responsible for all Compass Training (new hire and continuing education), updating Compass manuals to train end users, answer questions, and make changes to database as needed
- Develop standards and guidelines to help improve CRM data input and sharing of customer information to the Branch level while follow company policies for protecting vulnerable company information
- Pull and Review reports to perform tasks such as updating records, marketing campaigns, lease renewals, activity verification, and evaluating trends to serve as a source of information and intelligence for upper management
- Miscellaneous Compass day to day tasks as needed such as assigning new customer numbers, auditing data entered by branches, bookmarking documents, entering new customer information, testing programs and correcting errors as needed
- Work with the Sales Administrator to maintain and update product pricing, service and lease rates in the CRM Software
- Be able to train or perform How-To's on specific functions of CRM Software in internal or external meetings.
- Assist with updating information and content on the company's internal websites
- Responsible for assisting in coordinating pricing, Bids, and Proposals through a Centralized Bid Desk for Major Account Business.
- Explore and research new products, services, and technology to help create innovative sales support and marketing initiatives and materials
- Responsible for continuing education on CRM Software Updates and Add-On Modules
- Assist in planning and support for employee and customer events for the company
- Other duties as assigned by Sales Support Manager or Marketing Director and or as requested by Branch Managers and Sales Personnel