

## Attachment: Setting individual goals

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| Number of methodological Tool | EUPA_LO_125_M_002       |
| Number of attachment          | EUPA_LO_125_M_002_Att_1 |

### COMPANY ABC – Office supplies Distributor

Your workplace... Our world

With a group turnover of more than 2 bn€ in 201X, ABC ranks amongst the first worldwide distributors of workplace supplies solutions.

- Active in 45 countries on 5 continents
- 9,000 employees
- 7,500 stocked products
- 370,000m2 distribution centres
- 1,700 vans & drivers
- 230,000 boxes delivered everyday
- 99.3% service rate
- ISO 9001 & ISO 14001 certifications everywhere

MISSION: To simplify life at work

VISION: All you need at work: think ABC

VALUES:

Passion – we really care for our customers

Excellence – we strive for perfection in everything we do

Respect – we believe in trust, respect and ethical behaviour

Agility – we anticipate, innovate and adapt to change

STRATEGIC GOALS:

- Increase revenue by 3%
- Partner with customers to provide better solutions
- Acquire new customers from innovative offerings / increase the number of customers this way by 4%
- Develop and use a customer database in every country operating
- Improve and maintain workplace safety during the last quarter

### JOB DESCRIPTION

Methodological Tool: < EUPA\_LO\_125\_M\_002\_Att\_1>, < Setting individual goals>

Page | 1

## Sales Support Administrative Assistant

### PRIMARY FUNCTION:

The primary function of the Sales Support Administrative Assistant is to provide direct and ongoing Administrative support to the Sales team in the ongoing development of existing and prospective clients to ensure that the department is able to meet its growth targets.

### PRINCIPAL DUTIES AND RESPONSIBILITIES:

Provide administrative support to the Sales Department across the spectrum of the Sales' responsibilities which include, but are not limited to, the following:

- Compile proposals, marketing packages, and presentations
- Maintain records and clients database information
- Organize and send new clients marketing packets
- Coordinates order processing, generating reports and bills
- Responsible for the coordination of all marketing events

### EDUCATION AND EXPERIENCE REQUIREMENTS:

Have an Associate's degree or equivalent from a two - year college or technical school; or at least two years related experience and/or training; or equivalent combination of education and experience.

2-4 years of experience in an administrative role in a multi-client environment

Excellent communication, presentation, problem-solving and organizational skills

### KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:

- Well organized
- Attention to detail
- Strong written and oral communications
- Technically Savvy
- Strong Customer Service Skills
- Understanding of complex systems and environments
- Ability to manage multiple projects at one time
- Strong business and relationship building skills
- Strong organizational and analytical skills
- Strong collaboration, team
- building, and personnel development skills
- Knowledge of MS Office suite