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Senior Sales Advisor Member of Client Services Team

Position Overview

The Senior Sales Advisor is a field-based position that specializes in assisting retirement communities and their sales teams, helping them to increase occupancy by implementing the Love & Company sales and marketing process and training. Directed by one of Love & Company's principals (every client has a principal assigned to oversee it), the Love & Company Senior Sales Advisor stays on top of sales trends, conversion rates, and the implementation of Love's sales and marketing program. This person takes on a variety of duties and responsibilities in order to facilitate the effective and efficient sales efforts and needs to be able to work on many different tasks for several clients simultaneously.

Primary Responsibilities

- ❖ Work closely with and coordinate sales and marketing process with the principal in charge, the account services team, and the client's internal sales and marketing team
- ❖ Prepare written communications, both for the internal team and for clients; organize and maintain training documents, both hardcopy and electronic
- ❖ Train the client's sales and marketing team on the Love & Company sales and marketing program. Training will be done both onsite and via video conferencing
- ❖ Regularly communicate with the client's executive team, providing progress reports and seeking feedback
- ❖ Act as liaison between the client's executive team, sales team, and the Love & Company team
- ❖ Review and analyze the client's CRM database, looking for opportunities to improve sales
- ❖ Conducts site audits, assessing the salability of the community offering, the effectiveness of the marketing program, and the efficiency of the sales team
- ❖ Other duties as assigned

Primary Responsibilities

- ❖ Work closely with and coordinate the marketing program and sales training with the Love & Company's Senior Marketing Account Manager, and the client's Director of Sales and Marketing
- ❖ Practice clear, concise and accurate oral and written communication
- ❖ Interface daily with Senior Marketing Account Manager, providing details of interactions with clients and follow-up action items

- ❖ Coordinate on-site visits with the client within the parameters of the agreed upon contract
- ❖ Prepare site visit reports within 48 hours of each site visit
- ❖ Research the clients CRM data base, ensuring the program is being utilized properly by the sales team, and looking for opportunities to move the each of the prospects forward in their relationship
- ❖ Coordinate with accounting department for timely filing of expense reports
- ❖ Prepare written communications, both for the internal team and for clients; organize and maintain project documentation files, both hardcopy and electronic
- ❖ Edit and create sales training materials in PowerPoint form
- ❖ When needed, create site audit reports
- ❖ Frequent travel is required
- ❖ Other duties as assigned

Qualifications

This is a senior sales position. The person we are looking for will have the following experience and capabilities:

- ❖ Excellent writing skills, command of language, grammar and spelling
- ❖ Dedication to error-free work and communications
- ❖ Excellent organizational, communication and people skills
- ❖ Ability to multi-task in a fast-paced environment
- ❖ Knowledge of Microsoft Office (Word, Excel, PowerPoint)
- ❖ Ideally, the candidate has worked in a retirement community's sales office as a Sales and Marketing Director, or as a sales counselor
- ❖ REPS experience
- ❖ Bachelor's Degree or comparable work experience

Love and Company is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.