

## Sales Support Specialist

### About the Job

We are seeking a highly organized and detail-oriented Sales Support Specialist to deliver administrative and operational support to Technical Sales, Sales Directors, and the broader Sales & Services teams. This hybrid role (3 office days per week) involves maintaining accurate sales documentation (including drawings for quotes), assisting with opportunity management in Salesforce, managing quotes, tracking purchase orders, and ensuring all sales records are current and complete. Fluency in English is essential as building strong connections with international customers is a cornerstone of success. While not a direct sales position, this role is critical to ensuring efficient sales operations.

### Who We Are

PaneraTech is a high-tech company that serves manufacturers in over 40 countries. Our disruptive technology offers unparalleled solutions that are often patent-protected. Industries that use high-temperature processes, such as glass and steel, rely on PaneraTech to solve the major challenges they face. We leverage both AI and human expertise to improve efficiency, worker knowledge, and safety. We help in two major areas:

- Asset Life Extension - With our patented solution in the glass and steel industry, we help manufacturers make data-driven decisions using sensors, data, and AI. This results in longer asset campaigns safely with higher annual production
- Enabling the next generation of workers - Heavy industries have relied on the experience of employees who worked for 20-30 years in one plant. As a generation of operators and engineers retire, we bridge the experience gap with technology, data, and expertise. We offer solutions to our customers to make their process more data-driven so that an early career workforce can flourish.

### Working at PaneraTech

At PaneraTech, you will be part of a global, innovative and hybrid working team. Our office is based in the United States with employees spread across Europe, Asia, and South America. In this collaborative and inspiring culture that is fostered by a creative and intellectually stimulating work environment, you will be encouraged to bring the best out of yourself and your colleagues. We are looking for professionals willing to work in a fast-paced environment, cannot wait to excel in their work and are crazy about improvement! We recognize our colleagues' achievements and both individual and team performance is valuable to us.



## Requirements

- Bachelor's degree from a reputable university in Engineering, Business Administration, Marketing, International Trade/Foreign Trade, or related fields
- 2–4 years of experience in Sales Operations, Sales or Customer Support, or similar roles in a B2B environment, preferably within technology, industrial, or AI/SaaS-based companies
- Fluency in English, both written and spoken
- Proficiency in Salesforce or similar CRM tools; Salesforce CRM or Sales Operations certifications preferred
- Strong communication and interpersonal skills, with initiative in customer follow-up and the ability to engage professionally with diverse teams and customers, delivering clear and effective presentations
- Understanding of customer expectations and technological solutions
- Knowledge of quoting tools, procurement processes, and service delivery workflows, including post-sales coordination
- Talent in business or sales development, with strong persuasion and follow-through abilities; detail oriented and creative in problem solving
- Strong analytical skills and a data driven mindset
- Excellent organizational, documentation, and time management abilities
- Understanding of project management and working on multidisciplinary projects
- Ability to work effectively with key stakeholders to align on project scope and priorities
- Highly self-motivated and adaptable, with a proactive and collaborative mindset
- Physical ability to occasionally lift up to 15 lbs

## Key Responsibilities

### Sales Process Support:

- Create and manage Sales Opportunities in Salesforce, ensuring all opportunity data is accurate, complete, and regularly updated.
- Prepare, review, and update sales quotations in close coordination with the Sales Director and Technical Sales team.
- Maintain an accurate, organized, and easily accessible record of customer quotes, proposals, drawings for quotations, and sales presentations.
- Assist in preparing detailed technical documentation in alignment with customer requirements and project specifications.
- Support timely and professional responses to internal and external sales-related inquiries.
- Manage customer communications professionally, ensuring clarity, timeliness, and a high standard of service in all interactions.



#### Order and Documentation Management:

- Track the status of purchase orders (POs), follow up with customers to ensure timely receipt, and maintain comprehensive PO logs.
- Ensure all sales and service documentation—including drawings, contracts, and records—is consistently organized, up to date, and readily available for internal stakeholders.
- Collaborate with Finance and Operations teams to align sales documentation with invoicing, delivery milestones, and project timelines.
- Maintain compliance with internal documentation standards, data security policies, and customer confidentiality requirements.
- Proactively follow up with customers at key project milestones to confirm requirements, address concerns, and ensure satisfaction.

#### Cross-Functional Coordination:

- Act as a liaison between Sales, Technical, Service, and Operations teams to ensure smooth workflow, timely communication, and alignment on deliverables.
- Support onboarding of new customers by ensuring all required documents, drawings, and materials are prepared and distributed to relevant departments.
- Assist in preparation for sales review meetings, customer follow-ups, technical discussions, and internal sales performance reporting.
- Coordinate with the Technical Sales team to ensure customer needs are accurately captured and translated into technical solutions.
- Ensure all sales processes and deliverables adhere to PaneraTech safety requirements and are aligned with established safety protocols.

#### Data and Systems Management:

- Maintain high standards of data hygiene in Salesforce and other sales support tools, ensuring data is accurate, complete, and standardized.
- Generate regular reports, dashboards, and analytics to support sales forecasting, pipeline management, and performance tracking.
- Identify process inefficiencies and propose improvements to sales documentation workflows, system usage, and internal collaboration practices.
- Support integration and optimization of sales support tools to enhance efficiency and accuracy in daily operations.



### Benefits

At PaneraTech, we recognize that our employees are the driving force behind our success, and we are committed to creating a positive and supportive work environment. In addition to the exciting opportunity to shape the future of disruptive technology solutions, we offer a comprehensive benefits package designed to enhance your well-being:

- Competitive monthly net salary
- Private health insurance
- 18 days holiday per annum
- A transparent work environment
- An agile structure that values open communication and instant feedback
- Opportunities for personal and professional growth
- A global and diverse team dedicated to improving the company and every single colleague within

### Application Instructions:

If you are interested in this opportunity, you may submit your application by either:

- Sending your CV to **hradmin@paneratech.com**, or
- Applying via **LinkedIn** or through our **company website** using the link below:  
<https://www.linkedin.com/jobs/view/4287959547>

We look forward to reviewing your application and learning more about your qualifications.