



SKG Support Services Specialist

Company Background

SKG is a Certified MillerKnoll Dealership that serves South and Central Texas. Established in Austin, Texas over 20 years ago, SKG continues to build upon its reputation of providing customers with unique, creative, and cost-effective solutions, skillfully supported by exceptional service teams. SKG is a woman-owned company with active dealer principal participation. Through this participation and its cast of knowledgeable, top-quality employees, SKG exhibits an atmosphere of creativity, collaboration, and professionalism that provides customers with the highest levels of design excellence and environmental sustainability.

Position Summary

As a Support Services Specialist for SKG, we expect that you support in-house selling activities to advance the sale and to keep the Sales Team in an active sales role. Our expectations are that every contact with a client is a “selling experience” and should be done under our brand efforts. The specific tasks we expect to see from the Support Services Specialist leaders are as follows:

Responsibilities

- Have product knowledge and understanding of MillerKnoll, open line products, and an understanding of the resources to find information.
- Be present for all key presentations, and document meeting notes as needed.
- Help with communication to the client base; return calls when Account and Sales Executive, Account Manager, is unable to keep the process moving forward. Assist with the initial setup of the Folio and collaborate with various depts to ensure Folio tasks are updated and collaborate as required.
- Help keep HubSpot up to date; Account/Sales Executive is ultimately responsible for selling activity and inputting pool of Business.
- Collaborate with the Account/Sales Executive that the Weekly Tracking Report has been updated and issue if needed.
- Strategize with selling and design team on the creation of visuals, budgets, and pricing strategies.
- Prepare visual presentation of products in SKG-provided visual templates: products, pricing, finish selections, and critical date schedules.
- Coordinate physical presentations through Smartsheet and Office Coordinator as needed.
- Assist the Account/Sales Executive, in obtaining project pricing/contracts from manufacturers. As required, assist AM with workload distribution.
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- Based on client needs and in collaboration with design, pull together aligned and unaligned ancillary manufacturer quotes and convert them into CAP worksheet for pricing purposes.
- Ensure accuracy of CORE data including bill to, and ship to contact, PO info, customer due dates, and clean order placement to purchasing. If required due to workload, SSS to support AM.
- Prepare client-facing proposals to Sales/Account Executive for approval through DocuSign process.
- Make sure all acknowledgments are verified, accurate, and saved in the project folder. Submit change orders and clarifications to purchasing as required. If applicable, include PM.
- Follow up with the Project Management team, and confirm orders processed will hit ship dates. If no PM is assigned, SSS will confirm orders processed hit ship dates and issue order trackers to client on a weekly basis.
- Schedule non-project managed projects with the installation team and confirm with the client dates are meeting expectations and schedule. Clean and accurate work orders scope and notes are entered in CORE.
- Process labor only paperwork for non-Project managed projects.
- Process non-bills, in coordination with the Non-Bill Coordinator, and schedule for installation as needed.
- Submit error and punch orders as required and engage Punch Coordinator for assistance and completion.
- Invoice projects per SKG and/or client PO terms.
- Follow the SKG project close process with every project.
- Always review emails and other forms of written communication for logical thoughts and grammar
- Other key expectations are to prioritize workload, have a high level of organization, strong attention to detail
- Perform other duties as assigned depending on business needs