



Sales Support Specialist(SYS-22246)

Published Role Title	Sales Support Specialist
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Location	Needham, MA
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Salary & Benefits	-
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Job Advert Description Sales Support Specialist:

The Sales Support Specialist is responsible for for strengthening operational partnerships with Clarks wholesale customers by creating and leading engagement and analytics initiatives. Accountabilities include working cross functionally to connect Clarks Teams to our wholesale customers operationally, facilitating the onboarding of new customers into Clarks systems and processes, and utilizing business intelligence and reporting tools in support of the growth of our wholesale drop ship partnerships and to troubleshoot various data and process related issues.

What You'll Do:

- Manage and develop operational relationships with our wholesale customers through engagement calls, scorecards, and analysis of related data and metrics
- Support management and growth of Clarks Wholesale Drop Ship business by partnering with Commercial and Operational Teams to drive incremental sales through various analytics and data management
- Identify process gaps and generate recommendations for continuous improvement opportunities through generating business processes and workflows
- Performs analysis surrounding customer-facing transactional readiness data
- Coordinate new wholesale account setups and agreements
- Collaborate with Sales and Marketing in support of Clarks' new Commerce Experience Management Tool (Salsify) to ensure success of a smooth onboarding process of this new tool.

Who You Are:

- You love to problem solve, create resolutions, and come up with improvements to current processes.
- A team environment is for you! You love to work across the

department and levels

- Have a Bachelor's Degree or relevant experience.
- Great communication and customer service skills! You love to follow up through email or phone.
- Basic Excel and a good level of Microsoft Word.

About Clarks

Clarks, based in Somerset, England, has been at the forefront of innovative shoemaking since its foundation in 1825, when brothers James and Cyrus Clark made a slipper from sheepskin off-cuts. At the time it was ground-breaking: a combination of invention and craftsmanship that has remained at the heart of what the brand does now. In the Clarks archive of more than 22,000 pairs are shoes that have sparked revolutions and defined generations. From the original Clarks Desert Boot, first designed by Nathan Clark and launched in 1950, to the iconic Wallabee, each design has an instantly recognizable signature that makes it unmistakably Clarks.

This season, we're proud to introduce the Clarks Collective: five incredible activists championing authentic social change. From mental health awareness and LGBTQ+ rights to greater racial equality, these trailblazers are committed to creating a brighter future for us all – bringing to life Clarks' new global campaign, For the World Ahead. Through spotlighting their stories and supporting their chosen charities and initiatives, we're ready to lead the way. After all, we're originators, not imitators. It's who we are, who we've always been. And to change the world of tomorrow, we're doing things differently today.

Clarks International believes that the principle of equality of opportunity is fundamental to the company's operations. Our long held aim is to provide just and fair treatment for all employees. We will not discriminate on the grounds of sex, age, disability, marital status, colour, race, religion, ethnic origin, sexual orientation or gender reassignment.