



West Oahu Aggregate Job Description

Position Title:	Sales Administrator	Date:	4/13/26 rev.
FLSA Status:	Non-Exempt	Reports To:	Sales Manager
Department:	Refuse (All Divisions)		

PRIMARY RESPONSIBILITIES

The Sales Administrator serves as the operational backbone of the Sales Department, supporting Account Executives (AE) and Sales Leadership by ensuring accurate, timely, and efficient execution of sales processes from quote through contract activation. This role is responsible for maintaining data integrity, coordinating cross-functional workflows (Sales, Dispatch, Billing), and enabling revenue growth through administrative efficiency and customer support excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES

Sales Operations & Administrative Support

- Prepare and deliver customer quotes (rack rate / one-shot) within defined turnaround times
- Generate, process, and track Service Agreements, Change Orders, and Credit Applications
- Maintain accurate customer records in **Hauler Hero and CRM systems** (when available)
- Support Account Executive pipeline activity through administrative follow-up and documentation
 - **Key Performance Indicators (KPIs)**
 - Quote turnaround time (same-day or <24 hours)
 - Contract processing accuracy (≥ 98%)
 - Data entry accuracy in systems (≥ 99%)
 - Customer response time (<4 business hours)
 - Bid submission timeliness (100% on-time)
 - **Authority and Accountability**
 - Operates under direction of Sales Manager
 - Does **not** set pricing strategy (supports execution only)
 - Responsible for accuracy and completeness of all sales documentation
 - Escalates issues impacting revenue, contracts, or customer experience

Contract & Bid Management

- Assist in preparation and submission of:
 - Government RFPs
 - Contract extensions
 - Bid responses
- Monitor procurement platforms daily and identify opportunities
- Maintain bid tracking logs and submission deadlines

Customer & Account Coordination

- Serve as initial point of contact for customer inquiries



- Route service, contract, and billing issues to appropriate teams
- Coordinate onboarding of new customers:
 - Confirm service setup
 - Ensure contract accuracy
 - Communicating with Dispatch and Billing

Cross-Functional Coordination

- Facilitate communication between:
 - Sales → Dispatch (service execution)
 - Sales → Billing (contract accuracy)
- Track bin/container orders and ensure alignment with operations
- Ensure all sales documentation is properly routed and archived

Data Management & Reporting

- Maintain:
 - Win/Loss reports
 - Contract tracking logs
 - Sales activity records
- Ensure 100% data accuracy in systems
- Support reporting needs for Sales Manager and leadership

Marketing & Administrative Support (Secondary)

- Assist with basic marketing materials and updates
- Support website updates as directed
- Coordinate promotions or sales-related initiatives

SUPPORTIVE FUNCTIONS

In addition to the performance of the essential functions, this position may be required to perform a combination of the following supportive functions.

- Assist with special projects or initiatives as assigned by management.
- Attend company events, community engagements, and trade shows as requested.
- Perform other duties as needed to support departmental and company objectives.

WORK ENVIRONMENT & PHYSICAL DEMANDS

The work environment characteristics described herein are representative of what an employee encounters while performing the essential functions of this job.

- Frequently sitting, standing, and walking.
- Regular use of computers, telephones, and office equipment.
- May occasionally lift or move objects up to 10 pounds.
- Work environment may include exposure to dirt, odors, noise, and weather conditions when visiting field sites.

WORK SCHEDULE

- Regular schedule: Monday through Friday, 7:00 a.m. start time; 8–10 hours per day.
- Occasional weekends, holidays, or extended hours may be required to meet operational needs.

COMMUNICATION DEMANDS

- Must demonstrate excellent verbal and written communication skills.
- Ability to interact effectively with customers, supervisors, coworkers, and vendors.
- Proficiency in using tablets, phones, and digital communication tools.
- Must be able to read, write, and communicate effectively in English.



MINIMUM QUALIFICATION REQUIREMENTS

Education and Experience

- High School Diploma or GED required
- Associate’s or relevant certification preferred
- 2+ years administrative support in sales, operations, or logistics environment
- Experience with CRM systems (Hauler Hero/routing software, HubSpot preferred)

Skills and Abilities

- Strong organizational and time management skills
- High attention to detail and data accuracy
- Ability to manage multiple priorities in fast-paced environment
- Strong communication and coordination abilities

LICENSE & REQUIREMENTS

- Valid Hawai‘i Driver’s License and clean Driver History Record.
- Reliable transportation to and from work.
- Must maintain a dependable attendance record.
- Ability to complete internal Spotter Signal training as applicable.

SAFETY RESPONSIBILITY

All employees are responsible for following WOA’s safety rules, wearing appropriate personal protective equipment (PPE), and reporting unsafe conditions. Employees must comply with all WOA policies, participate in required safety training, and uphold the company’s commitment to a safe and efficient work environment.

OTHER

All employees are responsible for following WOA’s safety rules, wearing appropriate personal protective equipment (PPE), and reporting unsafe conditions. Employees must comply with all WOA policies, participate in required safety training, and uphold the company’s commitment to a safe and efficient work environment.

Adhere to policies and standards as outlined in the West Oahu Aggregate Co., Inc. Handbook.

EMPLOYEE’S SIGNATURE

DATE

EMPLOYEE’S NAME (PRINTED)