



MAIN OFFICE: 24400 Jefferson, St. Clair Shores, MI 48080

866.490.5297 | 586.778.4766 fax | sales@JBYS.com | JBYS.com

Holland, MI · Charlevoix, MI · Spring Lake, MI · Grand Haven, MI · Marblehead, OH · Chicago, IL · Naples, FL

Pay: From \$18.00 per hour

Job description:

Job Title: Sales Administrator

Location: Naples, Florida

Job Summary:

We are seeking a detail-oriented and proactive Sales Administrator to deliver comprehensive administrative support to the Executive Sales Team, managing tasks such as service work orders, purchase agreement preparation, listings management, travel coordination, customer service, phone communications, and event planning assistance. The successful candidate will demonstrate strong organizational skills and a confident interpersonal presence, with the ability to communicate clearly, ask insightful questions, and advocate professionally to ensure effective task completion. This role demands a self-driven, proactive individual who anticipates needs and takes ownership of assignments with minimal supervision, excelling in a dynamic and fast-paced environment.

Key Responsibilities:

- **Service Work Order & CRM Management:**
- Create and process service work orders on behalf of the Executive Sales Team, ensuring accurate and timely completion.
- Monitor maintenance and repair progress for Executive Sales Team client boats by communicating with the service team and technicians, ensuring deadlines are met and customer expectations are exceeded.
- Maintain detailed records of service activities, invoices, and communication with customers.
- Assist the Executive Sales Team with CRM data entry, ensuring timely follow-up on assigned inquiries and consistent documentation of client interactions.
- **Travel and Hotel Arrangements:**
- Manage travel logistics for the Executive Sales Team, including booking flights, transportation, and accommodation.
- Ensure that all travel arrangements align with the team's schedules and budgets.
- **Phone and Email Communication:**
- Answer and field phone calls from customers, sales teams, and service technicians.
- Provide prompt, courteous, and professional responses to inquiries.
- Coordinate with the sales and service teams to ensure that all customer needs are addressed.



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- **Boat Show & Special Event Assistance:**
- Assist the Executive Sales Team at various boat shows and events, providing logistical support and customer service.
- Prepare materials for boat shows, including promotional items and information packets.
- Help with exhibit setup, teardown, and ensuring smooth operations throughout each event.
- Support content gathering for social media during events.
- **General Administrative Support:**
- Maintain accurate records and filing systems for sales, service, and customer interactions.
- Assist with scheduling appointments, meetings, and other administrative tasks.
- Support the Executive Sales Team with special projects and ad hoc requests.
- Maintain inventory of JBYS-branded items across Florida offices.
- Update listing displays in office windows
- Manage office supplies in both Naples locations.
- Support general office upkeep by helping maintain a tidy, welcoming space.
- Communicate with landlords regarding office maintenance or claims.
- Ensure JBYS branding is properly displayed at all offices and on stock inventory units.
- Assist with listing creation and purchase agreement preparation.
- Manage JBYS dedicated boat slips and coordinate additional slips as needed.

Qualifications:

· Education:

- High school diploma required, associate or bachelor's degree in business administration or related field preferred.

· Experience:

- 2+ years of experience in an administrative, sales support, or customer service role.
- Experience in the marine or luxury goods industry is a plus.

· Skills:

o Exceptional organizational skills with strong attention to detail and accuracy.

- Excellent written and verbal communication skills; must be confident, articulate, and comfortable interacting with clients, vendors, and team members at all levels.
- Strong interpersonal presence with the confidence to communicate clearly, ask insightful questions, and advocate professionally to ensure tasks are completed effectively.



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- o Self-driven and proactive with a high degree of initiative; able to anticipate needs and take ownership of tasks without constant direction.
- o Demonstrated ability to manage multiple priorities in a fast-paced, deadline-driven environment while maintaining a high level of professionalism.
- o Proficient in Microsoft Office Suite (Excel, Word, Outlook); ability to learn new software and systems quickly.
- o Capable of working independently as well as collaboratively within a team.
- o Customer-focused, with experience providing professional service in person, over the phone, and via email.

Other Requirements:

- Ability to travel to boat shows and other events as needed.
- Valid driver's license and ability to travel locally.
- Ability to work flexible hours depending on event schedules.

Reports to: Director of Business Development

Job Type: Full-time