
Position Agreement

Position: Sales and Marketing Department Assistant

Mission: Support the Sales and Marketing Department Leader to keep the pipeline moving and the brand sharp.

Summary: The Sales and Marketing Department Assistant at Axis Construction (AXIS) reports directly to the Sales and Marketing Department Leader and provides administrative, operational, and executive support across both departments. This is a part-time position ranging from 4 to 24 hours per week depending on workload and business needs.

Roles and Responsibilities:

The Sales and Marketing Department Assistant is responsible and accountable for completing the following tasks and activities:

General Responsibilities –

- Act in accordance with Axis Purpose and Core Values – IMPACT, Integrity, Growth, Teamwork, and Heart.
- Maintain a professional appearance while representing Axis and enhance the positive experience of anyone interacting with Axis Construction through any media or in person.
- Read and understand the Employee Manual and know AXIS's office policies and procedures.
- Maintain positive and cooperative relationships with vendors, employees, customers, and the public.
- Maintain integrity in word and work. Company information is confidential, and discretion is mandatory. Ensure all company, personnel, and financial information is maintained in the strictest confidence and released only when authorized by the Department Leader.

Sales Department Support – (In support of Sales and Marketing Department Leader)

PRIORITY 1

- **Prospect & Client Communication** – Greet new prospects by phone, email, or in person. Answer incoming calls, check messages regularly, and respond to inbound inquiries in a timely and professional manner.
- **Scheduling** – Schedule calls, meetings, and appointments with prospects and clients on behalf of the Department Leader. Maintain an accurate and up-to-date calendar and provide timely confirmations and reminders to all parties.
- **CRM Management** – Maintain prospect, lead, and client information in HubSpot. Keep communication logs current and accurate for all active leads and projects.
- **Project File Checklist** – Complete assigned tasks in the Project File Checklist – Sales to Development Process – for each new project as directed by the Department Leader.
- **Client Appreciation** – Coordinate client gifts, "thank you" cards, and satisfaction surveys at key project milestones (project start, completion, and holidays). Report survey results to the Department Leader.
- **Sales Data & Reporting** – Maintain and organize sales statistics and data for tracking pipeline activity, conversion rates, and marketing effectiveness. Prepare reports as requested.
- **File & Systems Management** – Build and maintain organized systems for tracking and managing documents, metrics, and physical sales materials. Identify opportunities to improve consistency and efficiency in file management.

Marketing Department Support – (In support of Sales and Marketing Department Leader)

PRIORITY 2

- **Branded Merchandise & Apparel** – Manage branded merchandise and logo'd apparel inventory – source vendors, place orders, track inventory levels, and coordinate distribution to employees, clients, and events as directed.
- **Client & Employee Gifts** – Coordinate gift selection, ordering, and delivery in alignment with the Department Leader's direction and established budget.
- **Marketing Content Creation** – Assist with written content as assigned, including employee bios, project summaries, social media captions, newsletter contributions, and similar materials. Assist with the selection of photos and images for use across marketing channels. Work from Department Leader direction, existing materials, and project photography. AI tools may be used in content creation only under the guidelines established by the Department Leader.
- **Event Support** – Support logistics for open houses, client appreciation events, and community marketing activities as directed.
- **SOP Revisions & Maintenance** – Assist with the ongoing revision and maintenance of Sales and Marketing department Standard Operating Procedures (SOPs) as processes are improved, updated, or newly created. Document changes clearly and maintain a current, accessible version of all departmental SOPs.

Executive & Administrative Support – (In support of Sales and Marketing Department Leader)

PRIORITY 3

- **File Organization** – Audit, organize, and maintain the Department Leader's digital and physical files across Sales, Marketing, and Executive functions. Build and maintain a consistent, logical filing structure. Establish and document file naming conventions and storage protocols.
- **Business Improvement Project Support** – Assist in organizing, storing, and maintaining materials related to the Department Leader's ongoing business improvement projects, strategic studies, and reference library. Create a system for categorizing topics, tracking project status, and surfacing relevant materials when needed.
- **Work Process Development** – Assist the Department Leader in building and documenting work processes for tasks and workflows that pass through the executive office. Capture current practices, identify gaps, and draft SOPs or checklists for review and approval.
- **Email Triage & Correspondence** – Monitor, sort, and flag the Department Leader's inbox. Draft routine responses and acknowledgments for review and send. Escalate urgent or sensitive items promptly.
- **Meeting Preparation & Follow-Up** – Pull relevant files, notes, and context prior to scheduled meetings. Capture key decisions and action items during or after meetings and distribute to appropriate parties.
- **Action Item Tracking** – Maintain a running log of the Department Leader's open commitments, delegated tasks, and follow-up items. Proactively surface items approaching deadlines and track completion.
- **Research & Project Assistance** – Conduct research on assigned topics (vendors, pricing, industry trends, tools, etc.) and present findings in a clear, organized format. Assist with logistics and coordination on special projects as directed.

Authority:

The following lists when the Sales and Marketing Department Assistant has the authority to make decisions without prior approval or notification, or when and how authority or notification is needed prior to deciding:

- Plan and manage daily tasks and activities to complete assigned responsibilities and meet individual, departmental, and organizational goals.
- Clarify expectations and deadlines for any assigned work and prioritize tasks accordingly. The Sales and Marketing Department Leader is the final authority when prioritization cannot be determined.
- Make purchases within the established departmental budget. Coordinate any unplanned expenditure over \$250.00 with the Department Leader prior to purchase.

Skills, Education and Experience:

The following lists the minimum or desired skills, education, and experience required for the role of Sales and Marketing Department Assistant:

- Highly organized with strong attention to detail and accuracy.
- Demonstrated excellence in written and verbal communication skills; content writing ability is a plus.
- Strong interpersonal skills; professional, warm, and outgoing with clients, vendors, and team members.
- Proficient with Microsoft Office suite; working knowledge of CRM software (HubSpot preferred) and general office technology.
- Ability to work independently, manage multiple tasks, and follow through without close supervision.
- High school diploma required; some college preferred.
- 1–2 years of administrative, sales support, or marketing support experience in a professional setting.
- Must be able to drive legally in the State of Texas.
- Able to lift 25 pounds without assistance.
- Pass background check and drug testing without incident.

Additional Notes:

- This is a part-time position: 4 to 24 hours per week, with hours varying based on business needs.
- Work hours are flexible and may be performed partially or fully remotely, with periodic in-office presence required.
- Email inbox access and executive support tasks will be phased in after an initial onboarding period, at the discretion of the Department Leader.

Agreement:

By affixing my signature below, I agree to perform the duties and accountabilities of this role as listed in the Responsibilities section and to make decisions and inform others as described in the Authority section.

Employee	Date	Sales & Marketing Dept. Leader	Date
		Axis Construction	