**Position Description**

**Position: Sales Coordinator**

**Reports to:**

**Date:**

**Role Description**

The role of this position is to serve as an extension of the field sales team by insuring the accurate and efficient processing and delivery of all key customer orders. This position serves as the primary after-sales contact for customers and is responsible for assuring that all questions are satisfactorily answered and that all interactions exceed customer expectations. Position requires close interaction with other departments to assure that customer needs are meet.

**Dimensions**

This position is housed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and reports to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The position requires close cooperation and interaction with the CEO and with the General Manager. It also requires close cooperation and interaction with employees in other store locations. Estimated travel for this position is 5%.

**Nature of the Position**

Major elements of this role include, but are not limited to, the following:

* Prepares written quotes for customers.
* Insures the accurate and timely processing of all customer orders.
* Handles customer orders by phone and email and check that they include correct pricing, discounts, product numbers, etc.
* Efficiently and effectively responds to all online and telephone questions from the customer in a calm and friendly manner.
* Serves as liaison between all appropriate departments to assure that the customer order is filled accurately and delivered in an efficient and cost effective manner.
* Contacts customers and prospects to arrange appointments for outside sales force.
* Makes follow-up calls to confirm orders, delivery dates, and specific delivery instructions; informs customers of any delays and arranges for alternative delivery dates.
* Maintains all appropriate sales records to allow preparation of relevant sales reports.
* Coordinates with the accounting department on the status of all incoming and completed orders to assure that the company has an accurate basis for forecasting cash flow.
* Stays alert to things that need to be done and, without being asked, take initiative to see that they get done.

**Position Qualifications**

Position qualifications for the ideal candidate include:

* At least 3 years administrative experience; some sales experience preferred.
* Computer literacy and knowledge of current office technology; exceptional keyboarding skills.
* Knowledge of Microsoft Office programs including Word, Excel, Access, Quickbooks, etc.
* Knowledge of sound office and administrative procedures.
* Exceptional organizational skills.
* Strong communication skills.
* Strong interpersonal skills.
* Ability to work with confidential information.
* Ability to work independently with limited supervision.
* Ability to effectively build and maintain relationships with other employees and with customers.
* Ability to work effectively in a team-based environment.
* Strong problem solving skills.
* Ability to demonstrate common sense and good judgement.
* High school diploma or equivalency; Bachelor’s degree preferred.

**Salary Range**

Minimum\_\_\_\_\_\_\_\_\_\_ Mid-point\_\_\_\_\_\_\_\_\_\_\_\_ Maximum\_\_\_\_\_\_\_\_\_\_\_\_