

**POSITION:** SALES COORDINATOR – Part-time

**CLASSIFICATION:** Non-exempt

**BASIC FUNCTIONS:**

PRIMARY: To sell products to customers via telephone, fax, email and in-person.

SECONDARY: To support the Outside Sales Team in their outside sales efforts by providing adequate customer service for their customers.

**REPORTING:**

The SALES COORDINATOR reports directly to the BRANCH MANAGER.

There are no positions reporting to the SALES COORDINATOR.

**AUTHORITIES:** The following are granted to the SALES COORDINATOR:

To exercise the responsibilities and perform the duties of this position within the guidelines provided by the company's Employee Manual.

**PRINCIPAL DUTIES:** the SALES COORDINATOR performs the following:

1. Provides excellent customer service to customers in our showroom, as well as via phone and email communications.
2. Provides price and product information to customers in person, via phone and email.
3. Responds in a timely manner to all customer requests.
4. Provides product application support to customers.
5. Takes telephone orders and provides delivery information.
6. Prepares sales proposals and quotes with accurate pricing.
7. Edits and checks orders for correct pricing.
8. Handles special orders including will-calls, non-stock items and returned merchandise in accordance with company policy.
9. Maintains good housekeeping in counter sales area and showroom; arranges displays and fills floor stock as needed.
10. Handles back orders and warranty claims in accordance with company policy.
11. Informs customers of promotions and quantity pricing discounts.
12. Frequently assists in filling orders from the on-site warehouse.
13. Keeps catalogs and price lists up to date.
14. Attends department meetings and other company meetings as requested.
15. Keeps supervisor advised of competitors' products and prices.
16. Provides adequate sales floor coverage in coordination with other Sales Coordinator teammates.
17. Pursues new sales leads.
18. Mails marketing brochures and other materials to prospective customers.
19. Distributes catalogs as needed.
20. Sends sales orders to Accounting and Purchasing including product specifications, special needs and delivery dates.

21. Transfers sales orders to Shipping, including product specifications, special needs and delivery dates.
22. Efficiently uses time, materials and equipment without sacrificing quality.
23. Occasionally conducts local in-store visits to potential and current customers.
24. Other duties as assigned.

**RESPONSIBILITIES:** the SALES COORDINATOR is responsible for the following:

1. Adhering to the codes of the company's Employee Manual.
2. Maintaining a constructive environment at work. This includes self-evaluating work performance, on a fair basis.
3. Developing and adhering to written Standard Operating Procedures for all aspects of the position.
4. Adhering to departmental operating guidelines.
5. Providing insightful and enthusiastic teamwork that creates positive attitudes and builds supportive morale.
6. Working well with coworkers and supervisors, avoiding conflicts and confrontations that result in a tense and unproductive working environment.
7. Participating in training meetings when needed. This includes learning product knowledge and procedural proficiencies.
8. Conducting all operations within established budgets.
9. Using and submitting all forms and reports in a complete, accurate, and timely basis. This includes respecting and maintaining proper filing systems.
10. Ensuring work area is clean and presentable to customers and other visitors.
11. Maintaining a reasonable work environment and obeying safe working practices
12. Treating customers with courtesy at all times.
13. Maintaining confidentiality on all corporate subjects so classified.

**EDUCATION / QUALIFICATIONS:** the SALES COORDINATOR should possess the following:

1. High School Diploma required. Associates or Bachelor's degree is preferred.
2. 1+ year related experience in sales or customer service.
3. Ability to learn quickly and manage multiple priorities.
4. Demonstrated ability to work well independently and within a team.
5. Excellent written and verbal communications skills and demonstrated ability to interact effectively with management, customers, and team members.
6. Proficient in Microsoft Word, Excel, and Outlook. Experience with MAS a plus.

**PHYSICAL REQUIREMENTS:**

1. Must be able to lift up to 20 lbs regularly without assistance.
2. Ability to frequently stand, walk, sit and use hands for carrying items and typing required.
3. Regularly required to talk and/or hear.
4. Occasional bending, stretching, twisting, kneeling, crawling, reaching, pushing or pulling required.