

# Job Description

**Title:** Sales Coordinator

**Reports to:** Market President

## Summary of Position

The function of a Sales Coordinator is to provide administrative support to Account Managers including generating quotes and proposals, order processing, customer interaction, and order coordination.

## Day-to-Day Duties and Responsibilities

- Support the Account Manager with all word-processing, spreadsheets, Hedberg order entry, pricing, and other administrative duties such as photocopying and presentation preparation
- Responsible for data accuracy reviews on all orders prior to release
- Follow up, re-order, and track all parts and pieces from the returned delivery tickets, as well as punch-list
- Ensure resolution of all vendor exceptions
- Responsible for communicating any changes to the vendor as well as communicating any problems internally to the proper person
- Call vendors to get pricing and product information
- Ensure that billing is handled properly including managing billings versus services issues
- Insure that zero sell and credit memos have the proper signatures and are completed per the set process
- Follow up on status reports
- Review and follow up weekly on the Orders Waiting for Action report
- Follow up with finance on all invoicing and billing issues daily
- Communicate any errors encountered in the order process; review with Accounting and assist in developing ways to lead to future improvement
- Responsible for understanding and following all Sales service customer agreements
- Update the sales staff with current status on projects
- Handle small projects and incidentals directly with the customer
- Engage the necessary resources of the company to satisfy the customer's needs
- Support the Account Managers in achieving their sales goals
- Train new administrators and sales trainees on administration/sales support
- Maintain the product contracts for customers by keeping up-to-date contracts and working with the team leader and Steelcase to make sure they are complete
- Maintain files and documents for the entire team
- Work with sales staff to handle customer billing disputes
- Complete bid proposals and close small orders
- Answer incoming calls and greet customers
- Other duties as needed by the team or the customer

## Mathematical Skills

- Ability to add, subtract, multiply, and divide all units of measure using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs

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## Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

## Language Skills

- Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of customers or McWaters employees

## Physical Demands

- Must be able to spend long periods working at a computer, and able to sit for long periods of time
- Must be able to communicate with customers via telephone

## Education and Experience

- Associate Degree with 2 years of high-level customer service and date entry experience or equivalent combination of education and experience; prefer some accounting or purchasing background
- Computer experience with the Windows Operating System
- Ability to speak effectively and courteously with customers and co-workers
- Excellent communication and interpersonal skills
- Proven organization and follow-through skills
- Ability to work effectively in a team environment
- Leadership qualities and problem-solving skills

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**Acknowledged and Agreed To**

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**Approved By**

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**Date**

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**Date**

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