



## Sales Coordinator

The position plays an important role for our Sales team by overseeing and monitoring daily orders for key accounts. Input of all crucial data received from the customer into our company's sales, planning and operations system. Reporting to the Senior Director of Sales, the Coordinator will maintain consistent communication and provide professional customer service with all customers; collaborate with team members to ensure all aspects of customer service are met or exceeded.

### Main Job Tasks and Responsibilities

- Input all daily orders into the sales, planning and operations MRP system
- Monitor customers' Web based order system for updates, changes and new orders
- Update weekly pricing on customers' Web based system
- Create purchase orders for product bought
- Answer Incoming phone calls in a professional, courteous manner and assist customers whenever appropriate
- Effectively process and assist with customers' orders until completion
- Performs sales analytics for Sales Director
- Data base entry to ensure accurate customer information
- Trouble shoots and resolves customer issues to ensure successful order fulfillment
- Liaises with the planning team to resolve customer order issues
- Performs other duties as assigned
- After hours and weekend duties are also required as business demands
- Light travel

### Qualifications

- University Bachelor or College Associate degree
- 2 – 3 years of sales or customer service experience
- Possess a high level of professionalism with the ability to work with discretion and confidentiality in all company and employee matters
- Self-starter, takes initiative; possesses solutions based attitude, energetic, curious and has an analytical perspective.
- Ability to work alone and in a team.
- Strong organizational, written and verbal communication skills.
- Excellent computer skills, proficient in MS Office.
- Diplomatic and tactful.

As part of our accessibility commitment, there are alternative ways to interview with us. Please inform us if you require accommodation.

We thank all applicants for their interest, however, only those selected for interview will be contacted.

