JOB DESCRIPTION

| **Title** | SALES COORDINATOR | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The **Sales Coordinator** provides back-office support to sales and customer service representatives. Specifically, the

Sales Coordinator handles the administrative tasks that go along with product sales. They assist sales representatives and ensure that product orders run smoothly. Their primary responsibility is to ensure that a company's sales targets are met satisfactorily.

This position is important in motivating the sales staff and promoting customer satisfaction using their sales experience and leadership skills. The Sales Coordinator will provide assistance to sales representatives and coordinate sales-related activities, but is not responsible for product sales.

**Duties and Responsibilities**

* Assist the sales team in increasing productivity by contacting customers to schedule appointments and ensure that all Sales Representatives have high-quality, up-to-date support material.
* Handle urgent calls, emails, and messages, answering customer questions when sales representatives are unavailable.
* Inform customers of delays, arranging delivery dates, and scheduling marketing events.
* Handle orders via phone, email, or mail and ensure that the prices, discounts, and product numbers are correct.
* Input orders, ensuring they are processed in accordance with customer specifications, and ensuring that all orders are accurate and delivered on time.
* Work with other departments to ensure that sales, marketing, customer service, and deliveries are handled efficiently.
* Create and maintain filing systems in order to keep track of sales, prepare reports, and provide financial data to the finance department.
* Hire and train salespeople, as well as ensuring that they meet their quotas and goals.
* Budget expenses such as bonuses, marketing, and travel.
* Ensure adherence to laws, policies, and regulations.
* Additional related duties as assigned.

**Qualifications**

* Bachelor's degree in business administration or a closely related field
* X or more years of sales experience
* Experience as a sales coordinator or in administration
* Knowledge of current industry trends and regulations
* Proficiency in Microsoft Office software, including Word, Excel, and Outlook, and other related software (insert software e.g., CRM, POS)

**Core Competencies**

* Enthusiastic and coachable to motivate and guide sales team members
* Ability to build relationships with clients and internal departments
* Excellent verbal and written communication, and negotiation skills
* Excellent administrative, organizational, and problem-solving abilities.
* Outstanding communication, sales, and customer service abilities.
* The ability to multitask, work under pressure, and meet deadlines.
* Excellent team development and leadership abilities.

**Working Conditions**

* Overtime may be required.
* Working hours are generally from <insert time> to <insert time>
* Extended periods of standing/sitting.
* This position is subjected to high pressure due to work volume, and goals, an overall fast paced environment.