

Sales Coordinator

Summary

Title:	Sales Coordinator
Department:	Sales Support
Location:	Lakeland, Fl.

Description

The Sales Coordinator is responsible for supporting sales initiatives and providing high levels of service to sales and customers. This is done primarily through converting quotes to orders, tracking orders and following up on order-related issues, including status reports, providing updates for customers and sales people. Other responsibilities may include, but are not limited to, assisting in product specification; entering furniture and installation quotes and coordinating punch lists. The Sales Coordinator is also responsible for ensuring that GLT Total Office policies and procedures are followed.

Job Functions

- Completes processing of routine quotes.
- Converts and releases all orders in accordance with established department procedures.
- Processes vendor acknowledgements and follows up on inconsistencies and changes.
- Processes customer acknowledgments.
- Tracks and troubleshoots orders from inception through completion.
- Coordinates requests for delivery, service and installation with internal departments.
- Serves as primary customer contact for order status questions.
- Assists in the investigation and resolution of accounting issues.
- Monitors and manages Hedberg generated order management reports.
- Maintains accurate and standardized files.
- Assists in assembling and presenting bids and proposals as necessary.
- Fields Sales Rep's phone calls as necessary.
- Completes special projects as assigned.

Attributes of a successful Sales Coordinator

- Enjoys quantitative work and making decisions guided more by data than intuition
- Seeks out inaccuracies and looks critically at information
- Focuses on detail and likes to be methodical, organized and systematic
- Makes finishing tasks a high priority and exhibits persistence in completing a task
- At ease with within formal social settings and comfortable initiating contact with others
- Makes attempts at comprehending the needs and actions of others; looks analytically at others and situations
- Is moderately comfortable at being in control yet is adaptable in ways of approaching people and situations
- Is moderately comfortable adhering to processes and attempts to understand rationale behind them
- Maintains a calm, unflustered demeanor; remains composed under stress
- Is open to feedback and not easily offended by others opinions

Skills & Abilities

- Intermediate PC Skills: MS Word and Excel
- Pass/complete Order Management Certification process
- Display solid interpersonal skills and work well in a team environment
- Communicate clearly and professionally, both verbally and in writing
- Detail oriented and organized
- Ability to problem-solve independently
- Ability to multi-task and clarify priorities
- Excellent concise and articulate telephone skills

Experience

Two - five years in customer service or related furniture, architecture or sales experience preferred