



## Sales Coordinator

LOCATION:	KINGSVILLE
REPORTS TO:	Director of Sales

### JOB SUMMARY

Oversee and monitor daily orders for key JEMD accounts. Input all crucial data received from the customer into our company's sales, planning and operations system. Maintain consistent communication and professional customer service with all customers; collaborate with team members to ensure all aspects of customer service are met or exceeded.

### MAJOR DUTIES/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

### EDUCATION REQUIREMENTS

- University Bachelor or College Associate degree

### REQUIRED SKILLS/EXPERIENCE

- 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.

### PHYSICAL REQUIREMENTS:

- Sitting and/or standing for an extended amount of time may be required.

### WORKING CONDITIONS

- Primarily works in an office environment.
- Light travel