



JOB DESCRIPTION SALES COORDINATOR

Incumbent:	TBD	Department:	Sales
Reports to:	Benoit Tanguay	Title:	Director of Sales
Location:	Guelph	Review Date:	February 2024

Job Profile:

The Sales Coordinator will contribute to the achievement of sales targets by providing the necessary support to the field sales team, coordinating sales activities, and maintaining good customer relationships.

The sales coordinator will become the point of reference for colleagues and customers alike, by keeping schedules and providing feedback, documentation, and information.

Primary Responsibilities:

- Coordinate sales team by managing schedules, filing important documents, and communicating relevant information.
- Ensure the adequacy of sales-related equipment or material.
- Respond to inquiries from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports.
- Handle the processing of all orders with accuracy and timeliness.
- Provide status updates to clients regarding ongoing projects.
- Monitor the team's progress, and provide support and guidance as needed.
- Ensure adherence to laws and policies.
- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, and arranging delivery dates.
- Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- Collaborating with other departments to ensure sales and deliveries are handled efficiently.
- Developing and maintaining filing systems to maintain sales records, prepare reports, and provide financial information to the finance department.

Required Skills and Attributes:

- Good team development and leadership skills.
- Computer literacy (MS Office).
- Proficiency in English
- Well-organized and responsible with an aptitude in problem-solving
- Excellent verbal and written communication, sales, and customer service skills.
- The ability to multitask, work in a fast-paced environment, and meet deadlines.
- Current knowledge of industry trends and regulations.

Education Requirements & Qualifications:

- Proven experience in sales; experience as a sales coordinator or in other administrative positions will be considered a plus.

Working Environment:

- Open office high traffic environment with appropriate facilities
- Workstations are equipped with a desk, chair, filing cabinet, mid height partitions, integrated office phone, and computer.
- Normal office hours of operation 8:00 am – 4:30 pm with a 30-minute unpaid lunch break
- Shifts are subject to change based on seasonal demand.
- Overtime may be required during busy season
- Physical activities will consist of prolonged periods of sitting, periodic filing, inter-office walking, and meeting attendance. When visiting the manufacturing floor, ladder climbing, bending, twisting in a manufacturing environment and all-weather outdoor activities may be required.