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## Job Description: Inside Sales Coordinator

7-6-21

To develop and provide sales proposals for clients which create value solutions to their biggest space and productivity challenges and follow the proposal/project from start to completion on or under budget.

You will devote 90% of your efforts toward supporting the sales department with quoting, success follow-up and closing, processing orders, arranging for transportation, delivery, and installation service to ensure 100% customer satisfaction and order fulfillment.

### Objectives

- Provide thorough end-to-end sales support to multiple salespeople with estimating, quoting, and delivery of orders
- Work with the sales department to take leads and develop proposals for storage and productivity solutions for companies
- Work with customers, build knowledge of customer needs, and empathy for customer's situation
- Build and produce quotes for customers, which include products and services including sourcing materials, installation, and freight
- Develop descriptions characteristic to the sales proposal and enter details, parts numbers, etc. creating quotes in CRM and quoting software
- Enter and update contact information in CRM including follow-up information relevant to closing the sale
- Follow through to identify value and close the opportunity or identify any gaps for re-evaluation
- Analyze and compare product specifications for value to proposal
- Close the sales opportunity
- Handle pre- and post-sales customer contact, service, and support
- Monitor and control sales costs
- Type correspondence, send submittals and marketing materials as required for the sales staff
- Communicate in a pleasant and effective manner on phone utilizing interpersonal skills to develop solutions to complaints, even when dealing with a difficult customer
- Handle sensitive/confidential documents
- Work with accuracy, speed, and eye for detail
- Interact with co-workers and customers of all levels with best interest of customer and with first priority towards company
- Perform high-volume executive-level writing, word processing, and editing
- Operate multiline phone system, screen and direct calls, take messages
- Visit customer sites to develop a sharper edge in understanding the scope of their requirements, which will allow you to develop better solutions, identify and work through barriers
- Desire to learn technical product line
- Desire to contribute toward successful outcome with team spirit
- Excellent computer and data entry skills including CRM software, Microsoft Excel, and Microsoft Office

### Skill Sets

- Creative problem solving
- Team player

### Computer skills

- Microsoft Word and Excel, CRM software, Internet
- Technical/mechanical aptitude helpful
- Drafting and engineering background is helpful

### Value Requirements

- Self-reliant and managed
- Customer driven, interpersonal
- Goal achiever, resilient, result-orientated and flexible

### Education Requirements

- 4-year degree preferred, or minimum 2-year degree with 2 years' experience

Reports to Inside Sales Supervisor and indirectly to all sales staff

Competitive Salary/Benefits package including healthcare and 401K

Job Type: Full-time