

POSITION DESCRIPTION for SALES COORDINATOR - SEMI

IDENTIFYING INFORMATION

Job Title: Sales Coordinator, Semiconductor Market

Regular Hours: M-F; TBD by Supervisor

Department: Sales & Marketing

FSLA: Salaried Non-Exempt

Reports To: President & COO

Effective Date: December 1st, 2020

POSITION SUMMARY

PRIMARY FUNCTION

This position's primary role is to maximize the productivity of the work of assigned account managers (AMs) by increasing their customer facing time and effectiveness. It includes acting as the primary interface for service and information around commercial aspects of the business relationship. This position is focused on supporting and growing the wallet share of our largest customer segment, the Semiconductor industry.

YOUR NUMBER

For each position, Swagelok Northern California utilizes one key metric to drive success and provide clarity in decision-making. The key metric ("Your Number") for this position is: **Zero**, which designates zero unanswered account manager emails, incomplete call reports, and uncaptured action items and tasks.

DUTIES AND RESPONSIBILITIES

- Provide reports using various programs, mainly Excel, from CRM, Scala, SAP Business One, SAP Cloud Analytics, and customer portals
- Assist account manager in customer specific initiatives (customer contracts, vendor-managed inventory, etc.)
- Assist in coordination of Account Manager schedule and calendar
- Provide data entry and follow-up support for Call Reports and Opportunities
- Support Account Manager in customer and corporate meetings
- Lead/Assist in preparation for all Sales meetings
- Ensure Account Manager cell phones and iPads are outfitted with all needed marketing materials
- Provide cross-functional support to ensure customer requests are met in a timely manner
- Schedule and organize customer training, trade shows and promotional events
- Generate and qualify sales leads for assigned AM's accounts
- Manage and maintain accuracy of Customer Relationship Management software (CRM) and VIP activity and data
- Prepare Quarterly Business Review meeting materials
- Execute on marketing campaigns and new contact processes
- Demonstrate passion, active listening, and empathy in all interactions to achieve the company's vision to "Be our customer's favorite story and greatest competitive advantage."
- Identify and participate in continual process improvements in sales operations.
- Achieve Quality Objectives
- Educate yourself in a self-study program as agreed upon between you and your supervisor.

POSITION DESCRIPTION for SALES COORDINATOR - SEMI

EDUCATION AND EXPERIENCE

EDUCATION & CERTIFICATIONS

High School Diploma required.
Four-year degree in related program or equivalent work experience required.

WORK EXPERIENCE

- Customer service, administrative support, or related experience required.
- Experience in a technical industry or distributorship preferred.
- Sales experience preferred.

SKILLS & COMPETENCIES

- High Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint)
- Strong verbal and written communication skills
- Conflict Resolution skills
- Ability to multi-task
- Capability to understand and apply features and benefits of our product offering
- Mechanical aptitude preferred

ESSENTIAL VALUES FOR SUCCESS AT SWAGELOK NORTHERN CALIFORNIA

- **Respect.** Create an environment where people are trusted, respected, and treated fairly.
- **Innovation.** Challenge conventional wisdom to create new value for the customer.
- **Customer Focus.** Create value for the customer in order to create value for Swagelok.
- **Integrity.** Choose to do the right thing with courage and character.
- **Quality.** Provide high value and high performance in our products, processes, and services.
- **Continuous Improvement.** Consistently do things better to enhance safety, savings, and productivity.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Continually required to sit or stand at a desk
- Occasionally required to walk
- Continually required to talk or hear
- Continually required to read and view a computer screen
- While performing the duties of this job, the noise level in the work environment is usually quiet.

SIGNATURE

By my signature below, I affirm my understanding of the key responsibilities, knowledge, skills, acumen and competencies required for this position.

By my signature below, I affirm my understanding that the position description is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement



POSITION DESCRIPTION for SALES COORDINATOR - SEMI

of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Associate:

Date:

Supervisor:

Date: