

**POSITION DESCRIPTION for SALES COORDINATOR - GI**

**IDENTIFYING INFORMATION**

**Job Title:** Sales Coordinator, General Industrial Market

**Department:** Sales & Marketing

**Reports To:** Director of Sales & Marketing

**Regular Hours:** M-F; TBD by Supervisor

**FSLA:** Salaried Non-Exempt

**Effective Date:** March 6<sup>th</sup>, 2020

**POSITION SUMMARY**

**PRIMARY FUNCTION**

This position's primary role is to support the work of assigned account managers (AMs): maximize productivity of assigned AMs by increasing their customer facing time and effectiveness. It includes acting as the primary interface for service and information about commercial aspects of the business relationship. Sales Coordinators will proactively conduct customer and market research to assist in lead generation and account penetration for the other members of the sales team.

**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** unanswered account manager emails, incomplete call reports, and uncaptured action items and tasks.

**DUTIES AND RESPONSIBILITIES**

- 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
- Provide reports from CRM, Scala, SAP Business One and SAP Cloud Analytics
- Assist account manager in customer specific initiatives (customer contracts, vendor-managed inventory, etc.)
- Assist in coordination of Account Manager schedule and calendar
- 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
- Demonstrate passion, active listening, and empathy in all interactions to achieve the company's objective to "Be our customer's favorite story."
- 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 - GI**

**EDUCATION AND EXPERIENCE**

**EDUCATION & CERTIFICATIONS**

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

**WORK EXPERIENCE**

Customer service 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
- Occasionally required to move around an office, production or warehouse environment
- Continually required to communicate with various stakeholders
- Continually required to read and view a computer screen
- While performing the duties of this job, the noise level in the work environment is typical of an office, production or warehouse setting.