

POSITION DESCRIPTION

WAGNER SPRAY TECH

Exempt: _____
Non-exempt: x _____

Title: Sales Coordinator

Date: 02/10/04

Reports To: Customer Support Manager

Revised: 02/01/15

Position Objective:

Handle all phase of sales order processing from taking the order to shipment. Process all sales returns, pricing adjustments and other sales order related processes. Key contacts are all customers, sales reps, sales managers, tech service, distribution, and production personnel.

Accountabilities:

| <u>% of time</u> | <u>No.</u> | <u>Priority Order</u> |
|------------------|------------|--|
| 85% | 1 | Sales order entry processing |
| 10% | 2 | Handling customer and sales rep questions |
| 5% | 3 | Processes and is responsible for key accounts, returns adjustments |

Relationship To Others:

90% of all communication is external with customers, sales reps and sales managers.
10% is internal communication with Tech Service, Manufacturing, Shipping and Finance.

Dimensions of Position:

1. Responsible for handling all aspects of customer service for all domestic customers.
 2. Must have the ability to multitask to handle the job requirements. Also that is a key emphasis placed on correct pricing and knowledge of sales programs and customers.
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Knowledge, Skills, and Abilities:

*Education

High school diploma or GED. College degree a plus.

*Experience

Minimum of three years customer service experience

***Skills/Abilities Required**

- Requires intermediate computer skills including Microsoft Word, Excel, and Powerpoint.
- Ability to use CRM system, CHAT, and EDI as well as social media tools.
- Must communicate effectively in writing and verbally. Proficient at talking to others to convey information effectively.
- Requires active listening, speaking, team work, multitasking and critical thinking skills.
- Must be service oriented with the willingness to actively look for ways to help people.