

**Mentor Lumber and Supply Company
Position Description**

Job Title: Sales Coordinator
Department: Sales Division
Reports To: Division Manager/Asst. Store Manager
FLSA Status: Non-Exempt
Date: 02/2020

Final: 3/2021

SUMMARY

Professionally and promptly assists customers. Acts as a connection between our outside sales team, our vendors, and the customer. Functions in a manner which increases sales and profitability of the sales team.

ESSENTIAL JOB FUNCTIONS include the following. Other duties may be assigned.

- * Contribute to overall customer satisfaction by promptly, effectively, and professionally answering calls, emails or via the sales counter.
- * Establish active communication and engagement with Outside Sales Representative (OSR) to ensure that orders are processed correctly and promptly.
- * Assist Outside Sales Representative (OSR) in preparing complete and accurate estimates, orders, special orders and will calls.
- * Promptly and accurately keeps outside sales team informed of any transactions performed in their absence.
- * Assist Asst. Store Manager and Division Manager with project assignments as requested.
- * Responsible for ordering stock and special-order materials within the guidelines of the customer's ordering system.
- * Accurately follows instructions of Outside Sales Representatives (OSR)/Asst. Store Manager.
- * Utilize problem-solving skills on a daily basis to resolve customer inquiries.
- * Provide necessary follow-up to customer complaints and concerns.
- * Effectively and efficiently prioritizes work.
- * Know and understand the company's customers, suppliers, and competition.
- * Treat customers in a friendly and professional manner.
- * Assist new employees with proper training and guidance.
- * Continually increases and expands product knowledge and selling techniques through training and seminars.
- * Effectively shares ideas with management.
- * Responsible for the maintenance of positive relations with co-workers, customers, vendors, etc.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Possess a strong work ethic and is eager to learn and make new sales with customers; including add-on services. Be strongly skilled in organization, problem-solving, customer service, and multi-tasking while being committed to excellence. Must have strong communication skills.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; sit; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

I have reviewed and understand the duties and responsibilities outlined in this position description.

Employee Signature

Date

Core Values
A Commitment to...
Excellence, Teamwork and Respect
In All That We Do!