**POSITION TITLE:** Sales Coordinator **LEVEL:** Individual Contributor

**FUNCTION / TEAM**: Commercial **DIRECT REPORTS:** 0

**REPORTS TO:** Sales Support Team Leader  **FINANCIAL DELEGATIONS**: 0

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| **ORGANISATIONAL OVERVIEW**  SECA is committed to providing the highest standard of Service through our proven Methodologies and our Quality processes.  The commitment, our willingness to “go the extra mile” and our dedication to relationship development, greatly enhances and adds value to our clients’ performance and ultimately our mutual commercial successes.  SECA is constantly striving to exceed our clients’ expectations, with first class service, along with products that are both modern and reliable. |

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| **FUNCTIONAL PURPOSE**  Commercial Function is accountable for enabling the mission of SECA through:   * Identifying potential new customers * Managing existing customer relationships * Consulting and advising and putting in place commercial strategies to win. |

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| **PURPOSE OF THE POSITION**  The primary purpose of the Sales Coordinator position is to deliver a customer experience that can only be described as ‘excellent’ and provides sales focused customer service and sales administration support.  The other focus areas of the role are  :   * Inbound phone support * Outbound customer care calls * Trade counter   The role will provide sales administration support to the field sales representatives. |
| **KEY RESPONSIBILITIES**  **Sales delivery and execution**   * Proactively build relationships with smaller customers with outbound care calls. * Provide commercial and operational support for sales team: * Close off direct sales enquiries with on-the-spot quotations and orders.   **Sales processes, administration, and reporting**   * Work with the Sales team to ensure standards of CRM administration are adhered to. * Maintain company CRM administration standards. This includes accurate, timely customer contact records and quotation information. * Use Microsoft Teams to manage all non-customer specific tasks   **Provide exceptional customer service sales support**   * Provide exceptional customer service sales support to customers in person, over counter or over the phone * Manage SECA emails and sales inboxes and process all website orders * Attend promptly to customers’ requests and complaints and own the issue through to resolution * Provide internal customer service support and advice to work colleagues * Ensure swift, proactive customer contact by all sales team members through the CRM stage process in line with company timing expectations.   **Promote a Safety Culture and Continuous Improvement**   * Role model company values always and apply sound judgement to ensure a positive customer experience * Promote a safety culture and great place to work * Keeping abreast and working in accordance with all company policy and legislative requirements * Deliver efficiencies through continuous improvement in daily work Monitor effectiveness and identify opportunities in the company-wide execution of customer enquiries * Any other duties as requested by executives. |
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| |  |  | | --- | --- | | **Frequency** | **Task** | | Daily | Daily Huddle attendance | | Quotes and follow up | | Inbox management – including back and works orders | | CRM and Teams - fully compliance | | Customer care calls | | Weekly | Weekly Report | | Product Training | | Monthly | 121 with Line Manager | | Attendance at Around The Grounds |  |  | | --- | | **PERFORMANCE KPIs**   * Sales Revenue * Gross Margin * Customer Satisfaction |  |  | | --- | | **Key Traits**   * Reliable * Great phone manner * Listening skills * Places real emphasis on customer experience * Enthusiastic * Team player * Self-driven * Attention to detail * Likes to learn * Problem solver * Works with Pace | | |
| **KNOWLEDGE, SKILLS AND EXPERIENCE**   * Working knowledge and understanding of Work Health and Safety practices * Understands the industry / sector trends, cycles. * Understands the sales life-cycle process and proficient in sales management and administration | |

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| **QUALIFICATIONS AND LICENSES:**   * Experience in a similar role * Understanding the need for a professional and structured sales process * Proficiency in MS Office program skills, with emphasis in Outlook, Excel, PowerPoint, and Word * Competent and understand the value of using a CRM System |

**KEY RELATIONSHIPS**

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| Commercial Sales and Marketing |
| Operations |
| General Management |
| Customers |

**BEHAVIOURAL CAPABILITIES**

**Our Guiding Principle**

Keep it simple: make it easy for customers to do business with us

**Lives the Values of SECA**

* We get sh!t done
* We act with Swiss precision
* We’re better together
* We bring the love

**Self-improvement & compassion:**

1. Leads confidently & by example; demonstrates humility; remains positive; manages their own emotional reactions appropriately
2. Shows empathy & responds appropriately to other people’s emotional reactions
3. Is adaptable when circumstances change; meets others halfway
4. Builds & maintains effective working relationships
5. Shows a hunger to learn

**Inspires, motivates & invests in others:**

1. Communicates effectively: actively listens to others; delivers messages clearly & concisely
2. Sets clear direction around what’s expected; encourages others to take responsibility, make decisions & find solutions (makes tools & information available for others); allows others to make mistakes
3. Invests in & develops others; inspires & motivates others; coaches & supports others (cares; serves others before themselves); encourages diversity in the team
4. Encourages teamwork; acts as a team player; is accessible & approachable
5. Rewards high performance; deals with underperformance; has open & honest conversations (gives constructive feedback)

**Delivers results as a SECA ambassador:**

1. Acts as a SECA ambassador; creates & drives a compelling vision (inspires commitment by others)
2. Takes accountability & delivers what is promised to agreed deadlines
3. Actively works through & with others across the SECA team to deliver outcomes & change

**Customer focus:**

1. Proactively seeks to understand the customer’s point of view (internal & external)
2. Partners with internal and external customers to help them be more successful (\* for external customers, helps increase their productivity, putting more money on their bottom line)

**Business acumen:**

1. Uses data, analysis & insights to make decisions
2. Makes financially & commercially sound decisions which benefit all parties (understands SECA vision & supporting strategy, profit & loss statements, etc.)

**Continuous improvement:**

1. Works with pride to do things better which benefits SECA; seeks out & adopts new technologies which benefits SECA; encourages problem solving
2. Manages risk; designs & implements effective contingency plans

**Acceptance**

To show you have read and accept the duties and expectations set out in this Position Description, please sign below:

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| **Employee Name:** |  |
| **Signed:** |  |
| **Date:** |  |