



Sales Coordinator – Integrated Solutions

JOB CLASSIFICATION

Job Classification = NON-EXEMPT (Hourly)

JOB LOCATION & HOURS

The Sales Coordinator – Integrated Solutions (SCIS) will perform his/her job responsibilities from the offices of The Chariot Group, Inc. The Chariot Group, Inc. office hours are Monday – Friday, 8:00 am to 5:00 pm. Intermittent after normal business hours work may be required.

QUALIFICATIONS

The Sales Coordinator will be the primary in-office coordinator for the Integrated Solutions Sales Team. This position is intended to provide customer service and administrative sales support for prospective and existing customers, with the goal of allowing the sales team to spend more time actively seeking new business. The SCIS is therefore expected to show flexibility and a willingness to take on a variety of duties as needed to support this goal.

This position requires a minimum of three years of previous sales and/or customer service experience. A high school diploma or GED is required; formal education is a plus. Basic keyboarding skills, proficiency with Microsoft Office (including Word, Excel, and Outlook), and the ability to work with multiple database systems to access, interpret, and cross-reference data is essential. Experience with Salesforce and D-Tools is a major asset.

The Sales Coordinator must possess excellent written and verbal communication skills and demonstrate experience with or an aptitude for technology. The SCIS should be enthusiastic and bring a high amount of energy to the position. He/she needs to be able to comfortably interact with customers, product suppliers, and other business associates on the phone and in person. He/she will be expected to deliver excellent customer service, preserve current customer relationships, and represent the company in a courteous, ethical, and professional manner. He/she must demonstrate professionalism in both appearance and demeanor.

The Chariot Group does not allow tobacco use during working hours (on or off premises) and employees are expected to be free of the odor of tobacco during working hours. Proof of valid driver's license, insurance, and a good driving record are required, and every employee must have reliable transportation to and from work.

ESSENTIAL FUNCTIONS

1. Coordinate with the Integrated Solutions Sales Team to keep records updated and ensure timely completion of all stages of lead follow-up, quoting, order processing, and reporting.
2. Populate integrated solutions designs with identified products to assist with the development of project budgets.
3. Develop and maintain a working knowledge of products and solutions.
4. Communicate with manufacturers to obtain product pricing, freight quotes and other information as needed.
5. Assist in the identification of appropriate products and pricing and prepare quote/statement of work paperwork for approval by Account Manager.
6. Input customer and order information into the company database to ensure accurate records and efficient communication between sales staff and company departments.
7. Submit orders with documentation to the finance department and follow up to ensure timely and effective handling.
8. Track freight and order status, answer questions, and provide other order follow-up assistance for customers or internal departments as requested.
9. Address and/or route customer requests and issues in person, by phone, and through written and electronic correspondence to ensure prompt and effective service and follow up to confirm their prompt resolution.
10. Cultivate customer relationships by being both responsive and proactive with their needs.
11. Utilize a team approach with co-workers to ensure co-workers' and customers' needs are promptly met.

The above list of Essential Functions is designed to highlight the primary duties of the position and should not be interpreted as total or complete. Due to the size of the company, all employees may need to perform duties outside of their primary responsibilities to better serve the customer.

PHYSICAL REQUIREMENTS

The Sales Coordinator must be able to perform all the essential functions of the position satisfactorily with or without reasonable accommodation. The Chariot Group will engage in the interactive process as per the Americans with Disabilities Act to determine if reasonable accommodations are necessary to enable individuals with disabilities to perform the essential functions of the job.

This position requires persistent repetitive movements of the hands, wrists and fingers; reading/viewing computer screens for long periods of time; and sitting for long periods of time.

Specific vision abilities required by this position include close vision and color vision. The SCIS must be able to lift and/or move objects of approximately 50 pounds.

EQUAL EMPLOYMENT OPPORTUNITY

The Chariot Group is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or genetics, sexual orientation, gender identity, veteran status, parental status, marital status, or changes to marital status in employment or the provision of services. In addition to federal law requirements, The Chariot Group complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company operates.

TO APPLY

Please send your resumé with complete contact information to Employment@chariotgroup.com