



Sani-Matic Job Description

Title: Sales Coordinator
Reports to: VP of Sales and Marketing

Dept: Sales
Status: Non-Exempt

Position Summary:

This position is responsible for providing inside sales support to the field sales group and collaborating with internal groups (Applications, Engineering and Accounting) by coordinating internal customer follow-up and sales activities that drive results.

Essential Functions:

- Review, understand, and comment on customer Technical Specifications during the quoting process to help deliver sales results.
- Respond to customer inquiries by phone or email as backup support of field sales engineers.
- Coordinate and support priorities for quoting between sales engineers and applications engineers ensuring that the sales process is collaborative.
- Drive post-proposal follow-up and continuous customer relationships in conjunction with the sales team.
- Confer with customers and engineers to assess equipment needs and to determine system requirements during the quoting process.
- Collaborate with sales teams to understand customer requirements, to promote the sale of company products, and to provide sales support.
- Create basic process flow diagrams and bills of material to be included in quotations.
- Create basic process flow diagrams, plan and elevation drawings along with bills of material to be included in quotations.
- Update, maintain, and communicate Standard Operating Procedures for sales group to allow for better sales process efficiencies.
- Review, with support from accounting, Terms and Conditions of sale ensuring that all needed criteria is addressed.
- Provide administrative equipment/system order entry support for field sales engineers.
- Input customer data into the Sani-Matic CRM system ensuring proper documentation.
- Plan and modify product configurations to meet customer needs.
- Provide technical and non-technical support and services to clients or other staff members regarding the use, operation and maintenance of equipment.
- Position requires 10% annual travel for sales calls, customer visits and trade shows; must maintain a valid driver's license in good standings.
- Complete all other work duties assigned by manager.

Knowledge / Skills / Expertise:

- Secondary education required; BA degree in sales, engineering or business preferred.
- Minimum of 5 years related sales or technical engineering experience.
- Proficient with AutoCad, Word, Excel, PowerPoint, CRM (Salesforce.com), laptop, etc.
- Excellent interpersonal, verbal and written communication skills.
- Upbeat individual with sense of urgency, responsiveness and persistence.
- An excellent listener able to pose pertinent questions and provide creative solutions.
- Detail-oriented and able to understand and learn technical concepts.
- Able to effectively prioritize multiple tasks and activities to optimize sales productivity.
- Enjoys developing long-term customer relationships.
- Ethical, hardworking and trustworthy.
- Highly organized and able to manage multiple tasks under pressure.
- Able to prioritize without supervision.
- Familiar with sanitary components and fluid engineering fundamentals.
- Familiar with P&ID and CAD drawings.
- Knowledge of capital expenditure justification, Total Operating Cost and ROI.
- Comfortable with written proposal development.
- Comfortable adapting to new technology and able to self-assess and improve work.
- Ability to understand and work toward profitability goals.
- Knowledge of product costs, materials, labor and overhead.

Environmental Conditions:

- Humidity level in the manufacturing area may be elevated during summer months.
- Exposure to certain contaminants in the manufacturing areas, at times.
- Exposure to loud noise levels in the manufacturing area, at times.

Physical Demands:

- While performing the duties of the job, the employee must be able to use a keyboard, calculator and telephone. They are regularly required to stand, walk, sit, talk, hear and use hands to finger, grasp, handle, or feel. The employee must occasionally climb, stoop, kneel, crouch, lift (10 lbs) and be able to adjust vision for close vision work. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

What Sani-Matic Offers and Expectations of Employees:

A culture that embraces five Core Values:

- Do what is right.
- Put customers first.
- Commit to continuous improvement.
- Focus on safety.
- Deliver consistent quality.

Note: This job description is reviewed periodically and may be subject to change.