



**promoshop**  
THE CREATIVE MERCHANDISE AGENCY

## **SALES COORDINATOR CUSTOMER SERVICE**

### Job Description

**Reports to:** Manager, Sales Operations

**Job requirements:**

- Ability to adapt to change and perform in a fast-paced environment
- A Self-motivated and clear idea of teamwork value
- Excellent organizational, administrative, and follow up skills
- Strong ability to multi-task
- Hands-on attitude and continuous improvement mentality
- Proficient in Excel, Word, Outlook, SAGE, and ASI software packages
- Customer service, people, and results-oriented
- Proactive attitude

**Job duties will include:**

- Follow-up and communication with clientele as well as vendors
- Sourcing and research and quoting of product
- Work closely with Account Executive to provide creative promotional solutions to clients
- Prepare PowerPoint presentations
- Administrative support to assigned Account Executive
- Assist clients in AE's absence
- Attend vendor presentations and present new ideas to AE
- Order/return samples as needed
- Special projects as needed

**Job duties may also include:**

- Order Processing
- Accurate data entry of purchase orders
- Email orders to the factory
- Order Follow up
- Forward proofs to client or salesperson, obtain appropriate approvals and forward to the factory
- Work with factory and accounting in regards to any necessary prepayments
- Daily update of "order notes" – updates, schedules, action items, etc. in PSWN
- Review of order acknowledgments against purchase orders, alerting AE of any price changes, entering appropriate updates in PSWN
- Order problem resolution with suppliers, with escalation to AEs and/or management staff as appropriate
- Obtain freight estimates as required
- Communication with internal clients daily regarding order status
- Communication with external clients