



## JOB DESCRIPTION

Position Title: **Sales Support Coordinator**  
Reports To: **VP – Sales & Marketing**  
Effective: **JULY 19, 2021**

Department: **Sales**  
FLSA Designation: **Exempt**

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### POSITION PURPOSE:

The Sales Support Coordinator has responsibility for contributing to the growth and profitability of the business; working closely with customers, sales representatives, and ability to work in the company ERP system to produce reports, and analyze sales data. The function is to have a key supporting role in managing the customer interface, and ensure follow-up on quoting of new customer projects. This position will work with Sales, Engineering, Quality, Manufacturing, Finance and Supply Chain.

### ESSENTIAL FUNCTIONS:

- Supports the sales process quoting activities of new business opportunities. This includes the creation and delivery of quotes, lead times, and/or development time and cost estimates.
- Communicates with sales reps and customers to clarify specifications, capabilities, development and engineering requirements, lead times, and deliverables.
- Tracks and analyzes data regarding online store orders, bookings, and shipments
- Works with suppliers and the purchasing team to obtain competitive pricing and lead times.
- Maintains reporting on the progress of open quotations and open RFQ's.
- Work within the established company-wide quality documentation system, including key aspects such as contract review, print development, change control, inspection method development and creation of inspection documentation.
- Develop and maintain metrics to drive continuous improvement and meet customer expectations; this includes quote turnaround time and quote win rate.
- Work within the company ERP system to track all sales related data and develop and run reports
- Tracks and maintains data on a monthly basis to analyze quote activity, quote turnaround time, and win rate.
- Maintains and distributes all reporting on open quotations and open RFQ's; communicates regularly to sales team.
- Review and track all customer forecasts to company plan.
- Maintain monthly sales metrics that drive continuous improvement to meet customer expectations.
- Performs other related duties as assigned by management.

### QUALIFICATIONS:

- Minimum bachelors degree.
- 10+ years of professional experience. Experience in medical device manufacturing, servicing OEM and / or contract manufacturers a plus.
- Experience in ERP and CRM systems.
- Strong Microsoft excel and math skills
- Strong Microsoft PowerPoint skills
- Strong computer and reporting skills.
- Excellent communication skills.



## COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- Frequently required to walk.



- May be required to utilize hand and finger dexterity.
- Work environment: General office environment.
- Travel as required.

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. In accordance with the law, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.*

**ACKNOWLEDGEMENT**

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position. Exceptions / plan noted on this description if any.

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Employee Name

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Manager Name

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Employee Signature

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Manager Signature

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Date Signed

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Date Signed