



## **Sales Coordinator**

### **Company Overview**

For over two decades, Eco-Products has been providing customers with better choices by producing foodservice packaging and paper products made from renewable resources and recycled content. All of our products are made with materials that are gentler on the planet, and we continually strive to drive innovation in our field in all areas of sustainability. Our goal is to build a vibrant business on sustainable business practices, serving as an example to others and leading change in our industry and local communities wherever we operate.

### **Summary of Position**

The Sales Coordinator is involved in all facets of customer service, order fulfillment and sales support. This position directly supports the Regional Sales Managers, National Account Manager, and the Business Development Manager of Office Products. This position will perform customer service activities for distributor sales including; order entry, inside sales support, along with assisting other customer service functions and sales support activities as requested.

**Reports To:** Customer Care Manager

### **Essential Duties/Responsibilities**

- Process purchase orders following P&P
- Manage order cycle to insure timely and accurate processing per Distributor T&C
- Communicate product specs, new product information, and discontinued items
- Communicate catalog updates
- Respond and pre-screen potential new distributors as well as assist end users seeking distributor partners in their region
- Coordinate and ensure completion of new item(s) and distributor set up paperwork
- Assist with company events and shows, as needed
- Support Custom Print orders
- Support Customer Care phone queue
- Maintain Customer Accounts timely and accurately with the most current information
- Be the expert on Eco-Products product line with the ability to clearly and accurately respond to customer questions in addition to presenting the benefits and environmentally friendly aspects of our products to all customers regardless of their base of knowledge
- Foster/nurture business relationships with buyers
- Eager to independently take the “extra step” providing exceptional customer service
- Participate in other as-needed customer service and sales support activities
- Perform all other duties as requested



### **Qualifications: Experience, Competencies and Education**

- 2+ years of Customer Service or order entry experience in an inside position
- Desired Education Level: BS/BA degree preferred
- Extremely detail-oriented with strong time management and prioritization skills
- Ability to clearly, accurately and appropriately communicate with customers in writing and/or telephone
- Above average problem solving skills coupled with common sense
- Effective interpersonal skills and relationship-building skills
- Ability to work independently and collaboratively as a team to achieve goals
- Intermediate Microsoft Office and computer skills; Excel skills including, sorting functions, formulas, and more advanced functions
- Travel on a limited basis

### **Work Environment**

- Fast-paced, cube environment, with some level of distractions
- Use of office equipment requiring both mental and physical dexterity and repetitive hand and arm motion
- Full time position: Non-exempt, Monday – Friday, 8 – 5 pm MST

### **Additional Responsibilities**

The above are intended to describe the general requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. The omission of specific statement of duties does not exclude them from the position.

### **Compensation & Benefits**

Eco-Products offers a competitive benefit package to eligible employees. The benefit package includes health, dental, and vision coverage, flexible spending accounts, life and disability insurance, sick and vacation paid leave, wellness incentive program, paid holidays, 401(k) with Company contribution, and an alternative transportation incentive program.

The Company is dedicated to the principles of equal employment opportunity.