



## JOB DESCRIPTION

**Job Title:** Sales Coordinator  
**Department:** Sales  
**Reports To:** Market Manager  
**FLSA Status:** Non-Exempt

**Position Summary:** This position is responsible for providing sales, office, and facility support. Works closely with and assists market manager with projects, and client communications to ensure a positive and successful client experience. Supports the design process during programming, design concepts, space planning, commercial furniture specifications, site visits, and furniture installation drawings. Manages account relationships by meeting and exceeding customer expectations.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### 1. Sales Assistance Duties

- Claims Process Support
  - Support Project Coordinators to process warranty claims, RMA's, and product returns. It is imperative to the customer experience and profitability of the company that this process is handled in a timely manner.
- Client Proposals and RFP Responses
  - Assist sales with producing small order proposals
  - Assist sales with PowerPoint proposals with product photos, layouts, and renderings
  - Provide assistance to sales and design on RFP responses necessary to meet timelines
- General Sales Assistance
  - Create RFP & PowerPoints as requested to assist sales with obtaining a commitment in the sales process
  - Help prepare salespeople for upcoming meetings
  - Assistance with creation and completion of user manuals
  - Obtaining labor quotes
  - Enter new customers and opportunities into KRM
  - Ordering samples / managing resource library
  - Shipping product and finish samples to clients
- Client Connect Program
  - Ensure surveys are being sent in a timely manner to all customers
  - Review and report on survey results to management

### 2. Proactively manages & develops day-to-day Relationships with Assigned Customers

- Able to manage basic client issue resolution with minimal support
- Initiate customer conversations for projects frequently (may vary by customer) to:
  - Receive customer requests, manage customer expectations and communicate/delegate to internal teams
  - Clearly communicate iSpace deliverables, customer requirements and timeline needs to ensure iSpace is positioned to execute a successful project
  - Clearly communicate payment terms relating to timeline needs

(deposit invoice requirements)

- Obtain customer decisions, feedback, and approvals in support of project timelines
- ✓ Signed proposals
- ✓ Signed Scope of Work
- Schedule site visits with appropriate internal resources at various phases of the projects
- Ensure customer requirements are proactively communicated
- Perform Project Management duties on projects
  - Regularly communicate project updates and recaps to customers.
    - Complete meeting recaps, task lists/next steps, follow up items, and status.
    - Manage punch through Project Coordinator.
- Recognize the need for CO's and communicate to customers in a timely manner
- Work with Field Services to communicate all punch list items and keep customer updated through to completion
- Participates in client walkthrough, training, and sign-off as needed (defined in Handoff meetings who will be responsible at the project level)
- Successfully hand off all projects that required a Project Manager assigned per stated project qualifications

**3. Manage all Internal/External Communications and Meetings for Assigned Projects or Accounts**

- The position is responsible for identifying the appropriate level of communication needed for each project (scalability) adjusting meeting content, attendees and project options based on current client or project issues
- The position recognizes new business opportunities with assigned clients
  - Maintains accurate and up-to-date forecast
  - Regularly participates in sales activities that drive revenue to meet annual sales goals
- Creates projects and delegates initial tasks at the appropriate times to the, project and installation teams
- Approve final paperwork for invoicing (within 3 business days); work with accounting to approve margin variances prior to sending to customer
- Obtain estimates for billable labor from the appropriate resources as defined: Design, Project Management, Field Services

**4. Positively contribute to iSpace customer experience, culture, business performance and values**

- Make decisions in the best interests of both the clients and iSpace
- Actively participate in continuing education offerings
- Embrace change and offer suggestions for improvement
- Approach challenges with a problem-solving mindset
- Demonstrate iSpace's core values in every interaction:
  - Excellence
  - Integrity
  - Expertise
  - Creativity
  - Work Ethic
  - Fun

**5. Special Projects as needed to assist the Sales and Management teams**



**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

**Dependability** - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

**Planning & Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Quality** - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

**Use of Technology** - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Bachelor's degree Business, Marketing, or related field and 2+ years' experience in furniture/office/space planning or equivalent combination of education and related experience. 2+ years demonstrated success in a deadline driven, customer-experience based business model requiring strong project management skills.

**Language Ability:**

Write routine reports and correspondence. Speak effectively individually and in group settings.

**Mathematical Ability:**

Add and subtract two-digit numbers and multiply/divide with 10's and 100's.

**Reasoning Ability:**

Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Advanced level proficiency with Microsoft Office Suite, including Word, Excel and PowerPoint. Ability to become proficient in other related software as needed.

**Certificates and Licenses:**

None required.

**Supervisory Responsibilities:** None

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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**Acknowledged: Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Print: Employee Name**

\_\_\_\_\_  
**Acknowledged: Supervisor/Manager Signature**

\_\_\_\_\_  
**Date**