

# Sales Coordinator

## Roles and Responsibilities



### PURPOSE

Reports directly to the VP of Marketing, this position is to assist in the administration and coordination of sales functions, preparing sales bids, reporting and data analysis, and provides administrative support to the sales team as well customer support.

### MAJOR DUTIES/RESPONSIBILITIES

- Demonstrate leadership skills related to safety and quality of work.
- Responsible for maintaining market share information and reporting. Must maintain general knowledge and insight to the market and customers within the sales regions.
- Assists in preparing the sales budget and projection reports.
- Prepare various reports and spreadsheets for the Sales team as needed.
- Respond to customer inquiries and concerns in a timely manner to maintain a high level of customer satisfaction. Effectively resolve service and billing disputes.
- Active involvement in Industry Associations as needed
- Evaluate and recommend credit limits for new customers. Perform additional roles and responsibilities of a Credit Manager.
- Review customer invoices, freight bills and demurrage on a daily and weekly basis.
- Support outside sales with customer pricing, establishing freight rates, and preparing bids.
- Review aging reports and provide recommended actions.
- Work with local trade and industry group publications to ensure Texas Lehigh is represented in the market.
- Communicate corporate and regional issues to terminals and outside sales as needed.

### KNOWLEDGE/SKILL/ABILITIES REQUIRED

- Previous cement or aggregates industry experience.
- Working knowledge of Microsoft Office software package (Excel, Word, Access), relational database experience with Access and SQL
- Ability to prepare and maintain accurate reports and databases.
- Excellent written and verbal communication skills to effectively work with customers and staff.
- Willingness to gain industry knowledge (aggregates, cement, ready mix, etc)
- General knowledge of rail & truck logistics and terminal operations.
- Flexible and able to adjust to changing priorities.
- Initiative and self-starting abilities; willing to take action to resolve problems.
- Demonstrate technical proficiency for the area of responsibility.
- Must interact with customers, vendors and contractors without sacrificing the integrity of the company.
- Willingness to interact with other functions within the organization including: accounts payable & receivables, finance, IT, terminal operations, manufacturing and outside sales.
- Other duties as assigned

**This list is not intended to be a complete list of duties and responsibilities. It is to be used as a guide to understand the expectations of the position.**