

**Role:**

We are looking for a detail-oriented Commercial Quote Coordinator to contribute to the achievement of sales targets by supporting sales representatives, coordinating sales activities, and maintaining good customer relationships. The Coordinator identifies, qualifies, and follows up with prospects and leads. The Coordinator will oversee, and lead sales operations related to quote revenue. They will use their sales experience and leadership skills to motivate sales staff, handle administrative duties, and promote customer satisfaction. They will assist in the development of marketing strategies for small business markets to maximize sales for Shoemaker Manufacturing.

This position is within the coordinator level in the Responsibility Matrix and reports to the Senior Sales Manager of SMC.

Results:

- Train team members to engage in quote chasing activities and meet monthly targets.
- Lead the execution of programs designed to increase quote conversion and sales overall in alignment with targets (40% QR Growth)
- Leads pricing strategy in new territories to align with growth and profitability goals.
- Provide sales operations metrics to Leadership Team and identifies influencers.
- Lead the execution of processes and programs to enhance customer experience.

Duties/Responsibilities:

- Active role in commercial project quotes and increasing quote conversions past the historical 25% annual QR growth rates.
- Makes outbound calls to potential and existing customers by telephone or e-mail to follow up on submitted quotes which result to be productive and profitable.
- Develops a method of follow up on all relevant quotations using Quote Tracker.
- Maintains accurate, complete, and timely sales information.
- Overcomes business and technical objections of prospective customers.
- Prepares and keeps data base current and helps the territory sales representatives with goals.
- Develop, manage, and nurture new/existing business accounts and partnerships to accomplish profit and volume goals.
- Provides leadership to the inside sales team for sales training.
- Motivates and encourages sales team to ensure goals are met.
- E-commerce order processing and process management to align with growth goals.
- Reviews and analyzes sales and operational records and reports; uses data to project sales, ISR production, determine profitability and targets, and identify potential new opportunities.
- Collaborate with other departments to ensure sales, marketing, inquiries, and deliveries are handled efficiently.
- Develop and maintain filing systems to maintain sales records, prepare reports, and provide data as requested.

- Attends and collaborates with Operations team meetings to understand capacity concerns and opportunities to overlay with goals.
- Identifies and analyzes customer preferences to properly direct sales efforts. Reacts to 'Voice of Customer'
- Resolves customer complaints, bottlenecks, and other issues that may interfere with efficient sales operations.
- Consults with potential customers to understand their needs; identifies and suggests equipment, products, or services that will meet those needs.
- Collaborates with senior leadership to develop sales quotas and strategies.
- Provides input to sales budget; monitors and approves expenses as needed.
- Acts as company representative at trade association meetings as needed.
- Performs other duties as assigned.

Required Skills/Abilities:

- Strong oral and written communication skills and ability to always communicate in a professional manner.
- Strong interpersonal skills to build relationships with internal and external customers.
- Ability to drive change and improvements in partner organizations to achieve maximum performance.
- Customer focused attitude, with an entrepreneurial spirit.
- Ability to give effective sales presentations.
- Strong organizational, time-management, and prioritization skills.
- Proficiency with MS Office suite products (Word, Excel, PowerPoint) and order management software.
- Excellent sales and customer service skills with proven negotiation skills.
- Strong supervisory and leadership skills.
- Excellent organizational skills and attention to detail.

Education and Experience:

- Associates degree in Business, Business Administration, or related field, OR
- Comparable record of sales leadership experience required.
- 3 or more years' experience in sales.
- Experience as a quote coordinator or in administration is preferred, but not required.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at times.