



## **Title: Inside Sales Coordinator**

**Job Summary:** The Inside Sales Coordinator plays a strategic role in our company, primarily responsible for managing and overseeing key aspects of our sales operations. This position requires a high level of discretion, independent judgment, and strategic decision-making impacting the business. The Inside Sales Coordinator is responsible for building relationships at all levels within client accounts and manufacturer accounts to help increase sales. They engage in pro-active follow-up to ensure that all items continue to move forward until final completion. The Inside Sales Coordinator is knowledgeable in all Z-Vent brands, and utilizes their expertise to determine creative solutions for our customers and manufacturers.

### **Key General Responsibilities:**

1. Account Management and Sales Operations
  - Oversee and manage all sales related processes and items for assigned accounts, ensuring adherence to company standards and practices.
  - Act as main point of contact for all inquiries and support needs.
  - Assist management in evaluating and streamlining sales processes to improve efficiency, productivity, and customer satisfaction. Implement best practices, tools, and technologies to automate repetitive tasks, standardize workflows and enhance sales effectiveness.
2. Relationship Management
  - Build and maintain strategic relationships with dealers, architects, designers, and manufacturers, playing a pivotal role in business development by understanding their business needs, challenges, and objectives.
  - Serve as main point of contact for all communication and inquiries.
  - Pro-active communication with key accounts on regular basis
3. Decision Making and Problem Solving
  - Exercise independent judgement and discretion in solving complex sales-related challenges.
  - Make decisions that significantly impact the company's sales operations and performance.
  - Generate creative and innovative solutions to address issues and challenges.
  - Assess the urgency and importance of issues and solve efficiently based on priority.



#### 4. Cross-Functional Collaboration

- Collaborate with cross functional teams, including estimating, outside sales, installation, marketing, and leadership to accomplish business objectives.
- Foster strong communication and collaboration to ensure seamless coordination and execution of sales initiatives.

#### **Qualifications:**

- Experience in Sales, Marketing, Communications or related field
- Strong critical thinking, analytical, and decision-making skills
- Excellent communication and interpersonal abilities
- Self-motivated, organized, and detail-oriented with ability to work independently and prioritize tasks effectively
- Ability to handle objections, resolve conflicts, and address client concerns in a professional and diplomatic manner
- Capacity to work collaboratively with teams
- Flexibility and adaptability to navigate changing market conditions, client preferences, and business priorities
- Commitment to upholding company core values
- Willingness to continuously learn and develop new skills through training and professional development opportunities
- Ability to thrive in a fast-paced environment and effectively prioritize to meet deadlines