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# Example of Sales Support Coordinator Job Description

Our company is looking for a sales support coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for sales support coordinator

* Ensures new hires are set up with required system access and CMTT notification
* Updates/coordinates the following systems
* Co-ordinates vacation schedules and arranges for temporary assistance when required
* Support the members of our APAC sales force
* Accurately process customer quotes and sales orders, track and manage all orders through delivery
* Provide exceptional customer service via phone and email, including taking orders, troubleshooting freight problems, and resolving customer concerns
* Interact routinely (telephone and email) with Customers, Sales Team, Vendors and Warehouses
* Answer incoming call and handling of client inquiries regarding products, pricing, inventory stock, freight quotes, shipment dates, transit times
* Coordinate with shipping and receiving personnel of the warehouses to insure all goods are processed and received as needed and according to company policy and standards
* Freight rate negotiation is a vital part of our business due to the type of product we sell which requires one to work with freight carrier solicitation and selection, tracking and tracing of shipments and problem resolution

## Qualifications for sales support coordinator

* Must have excellent organizational skills and project management skills
* Resourcefulness, ability to learn quickly, and work on a variety of tasks while managing multiple priorities
* One year prior experience or college graduate with office experience
* Minimum two years of working experience in order processing and/or customer service
* Working experience in an e-contents or publishing environment
* An eye for detail and a passion for promoting quality customer service