



# Example of Sales Support Coordinator Job Description

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Our company is hiring for a sales support coordinator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for sales support coordinator

- Address customer issues from customer service and escalate to sales rep if necessary
- Fulfill requests from faculty for free books to review
- Provide access for faculty for our ancillary products online system (thepoint)
- Provide appropriate information to faculty on a timely basis
- Be the first point of contact for customers when sales reps are on vacation/leave
- Provides administrative support around quality control processes , billing issues, process insertion orders and serve as a liaison between production and sales
- Provides on-job training to Sales Support team(s)
- Expertly place new complex orders
- Responsible for monitoring dashboards and reports to take appropriate actions to advance the order process
- Accesses and correct complex orders to ensure their completion and accurate billing

## Qualifications for sales support coordinator

- Must have experience in proactively identifying and scoping problems for resolution
- Experience in an administrative role with a sales department highly desirable

- Administrative or Technical Diploma
- 5 years in internal support environment preferably in an administrative technical sales setting