



## SALES COORDINATOR JOB SCOPE & CRITERIA

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### POSITION

We are looking for an experienced and well-organized Sales Coordinator to join our sales team. The successful candidate should have previous experience in a structured sales environment. The Sales Coordinator will report directly to the Director of Business Development working in conjunction with the Operations team to assist and support them with a myriad of sales related tasks. The Sales Coordinator will become the key liaison between our sales team and clients – existing and prospective. The Sales Coordinator should be a high energy, positive and enthusiastic team player who can thrive in a fast-paced environment. This individual should be able to multi-task, think outside of the box and take initiative to step up and get the job done. This position will primarily take place in our Richmond office, however there may be requirements to work offsite at event job sites or client meetings, as required.

### OBJECTIVE

To assist and support the sales team in the timely and efficient coordination of all incoming sales enquiries and the preparation of quotes and tracking sheets.

### GENERAL DUTIES

- Work directly with the Director of Business Development to respond to all sales inquiries in a clear and timely fashion and direct those requests to appropriate parties / team members
- Follow up with clients and prospects to procure accurate information for all quotes / projects
- Setup complete dossiers for all quote requests
- Assist in the creation of quotes in our internal sales tracking software
- Handle the processing of all orders with accuracy and timeliness
- Assist the Director of Business Development in prioritizing quote requests and ensuring they are completed and forwarded to clients in a timely manner
- Assist the Operations team as needed with incoming projects and mitigate scheduling conflicts
- Compile, communicate and schedule upcoming and reoccurring projects
- Maintain sales tracking documents in real time
- Attend preliminary client meetings and initial site inspections as needed
- Communicate with clients throughout the duration of their projects
- Gather customer feedback and provide after-sales support when requested
- Sort and file all sales-related documentation including quote requests, client documentation, job photos, etc. in real time
- Contribute to a positive, professional, and team-oriented atmosphere
- Other tasks as required

### SKILLS & EXPERIENCE REQUIREMENTS

- Proven experience in sales
- Minimum of five (5) years of professional experience in a similar position
- BA or BS in business administration or relevant field; certification in sales or marketing and / or working knowledge of event industry would be assets
- Strong computer skills on PC including great working knowledge of Microsoft Office suite
- High aptitude for learning new computer programs / software



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- Proficiency in English
- Excellent verbal and written communication skills
- Strong organizational and time management skills
- Capacity to establish priorities and work under pressure
- Flexibility and adaptability to changing workloads
- Excellent customer service skills
- Ability to liaise well with others and work within a team
- Aptitude for problem solving and attention to detail
- Ability to think critically and make sound decisions
- Ability to work and think independently without direct supervision
- A team player with a high level of dedication
- Willingness to work additional time where necessary to complete tasks and meet deadlines
- Must possess and maintain a valid driver's license with clean driving record

### EXPECTATIONS

- To always conduct oneself in a courteous and professional manner
- To contribute in positive ways that foster a collaborative, team-oriented work environment
- To always respond to all communications, verbal or written, in a timely manner
- To approach workflow in a proactive fashion, following up with relevant parties as needed
- To be forward thinking, always considering the bigger picture and how to best achieve it
- To make recommendations and suggestions to improve workflow and efficiencies
- To finish tasks to completion
- To provide updates and status reports regularly especially when tasks have been completed
- To clarify any tasks, items or requests that are unclear or require more explanation
- To ask for help when needed
- To express and share goals for professional development
- To support teammates
- To understand and adhere to the company's code of conduct

### SCHEDULE

- Schedule is based on a 40-hour work week
- Office hours are Monday to Friday from 7:30 am to 4:00 pm with evenings, weekends, and overtime on job sites as necessary
- This position will primarily take place in our office/shop in Richmond however there are requirements to work offsite at event job sites as required

### OTHER

- International applicants without valid work permits and who are not currently residing in Canada will not be considered

### SALARY

- \$45,000 TO \$50,000 / year based on experience and skillset