

JOB TITLE: Sales Coordinator

POSITION REPORTS TO: Sales Manager

Company Overview:

Nordic Homeworx is a leading wood flooring company dedicated to delivering premium flooring solutions to both residential homeowners and commercial clients. Our commitment to quality, innovation, and exceptional customer service sets us apart in the industry. We are seeking a proactive and detail-oriented Sales Coordinator to join our dynamic sales team and play a pivotal role in ensuring seamless customer communication and efficient sales operations.

Position Overview:

We are looking for a motivated Sales Coordinator who will be responsible for supporting our sales team in various administrative and organizational tasks. The Sales Coordinator will play a key role in maintaining clear communication with customers, preparing sales documents, and ensuring the smooth coordination of sales-related activities. This role requires excellent organizational skills, attention to detail, and the ability to work collaboratively with both the sales team and clients.

RESPONSIBILITIES:

- Assist the sales team in organizing and managing customer communications, ensuring prompt and professional responses to inquiries.
- Schedule meetings and appointments for the sales team with clients, designers, architects, fit-out contractors, and developers.
- Prepare and send sales proposals, and other relevant documents to clients in a timely manner.
- Coordinate and follow up on sales opportunities, ensuring that they are properly documented and assigned to the appropriate sales manager and/or sales executive.
- Collaborate with the sales manager and/or sales executives to ensure a smooth sales process, from initial inquiry to finalization of the sale.
- Maintain accurate and up-to-date records of customer interactions, proposals, and other sales-related activities in the CRM system.
- Assist in the preparation of reports, and other customer-related documentation as required.

- Support the sales and project team in administrative tasks, including data entry, file organization, and document management.
- Ensure that all customer-related documentation is accurate, complete, and properly filed for future reference.
- Collaborate with the team to provide exceptional customer service and address any customer inquiries or concerns promptly.
- Assist in coordinating logistics for customer-related events, trade shows, and industry exhibitions.
- Continuously update the CRM system with relevant information, ensuring data accuracy and consistency.

PROJECT SPECIFIC RESPONSIBILITIES

- Completing the project takeover form and scheduling takeover meetings.
- Assisting in keeping the Daylite CRM updated for transparent project status communication.
- Collaborating with project managers for effective document control and administrative tasks.
- Facilitating communication between sales and project teams for streamlined information flow.
- Contributing to maintaining accurate project records and documentation.

QUALIFICATIONS / KEY SKILLS REQUIRED:

- High school diploma or equivalent; associate's or bachelor's degree in business or a related field is a plus.
- Proven experience in an administrative or support role, preferably in a sales environment.
- Strong organizational skills with keen attention to detail.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and CRM systems.
- Ability to work independently and collaboratively within a team.
- Problem-solving skills and the ability to handle multiple tasks and deadlines.
- Customer-focused attitude with strong interpersonal skills.
- Knowledge of wood flooring products and sales processes is a plus.

BENEFITS:

- Competitive compensation package.
- Opportunity to work in a dynamic and collaborative sales environment.
- Access to professional development and growth opportunities.
- Exposure to the wood flooring industry and related sectors.

- Potential for career advancement within the sales/operations team.

WHY JOIN US?

If you are an organized and detail-oriented individual who thrives in a supportive role within a sales team, we encourage you to apply by submitting your resume and a cover letter outlining your relevant experience and qualifications to careers@nordichomeworx.com.