

Job Identification

Job Title: Retail Sales Coordinator
Division: Bailey Metal Products Limited – Concord
Department: Sales
Reports to: National Retail Sales Manager

Job Purpose Summary

The Retail Sales Coordinator is responsible for serving the retail market and to provide support to National Retail Sales Manager. The incumbent is accountable for dealing with retail customer inquiries, issues and processing transactions. The coordinator will develop ongoing, profitable relationships with customers and understands his/her role as company ambassador by providing a positive experience to all customers.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Answer phones quickly, professionally, courteously and directs incoming calls to appropriate individuals.
 - Maintain and foster relationships with current customers ensuring the customer's needs are being met.
 - Research and resolve customer problems, acting as the customer liaison between all departments and Bailey divisions.
 - Up-sell company products and services based on customer needs, in accordance with the company's program standards.
 - Emphasize product features and benefits, quote prices, and prepare sales order forms and/or reports.
 - Enter new customer data and update changes to existing accounts in the database.
 - Record, enter and print orders received via phone/fax or front counter, quickly, courteously and professionally.
 - Field and respond to inquires regarding products, service, pricing, delivery, returns, and complaints.
 - Inform customers and co-workers of delivery requirements for orders and co-ordinate, if necessary, specific arrangements for deliveries as per the customer's request.
 - Provide technical assistance to customers and other sales staff to ensure all sales activity is fully supported.
 - Coordinate professional shows and trade exhibitions.
 - Work closely and effectively with the Sales, Production and Shipping to resolve issues and to develop new ideas and strategies to improve customer service.
 - Coordinate "Special Order" program for retail and LBM accounts.
 - Process and administer product returns and credits.
 - Provide pricing, quotations and adjustments of RFQs.
 - Manage and maintain client sku's, article information, barcode information.
 - Manage and coordinate National Big Box "market price shops".
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- Work closely with Marketing Department to with regards to all in-store signage and literature. Ensure that customer websites are continuously refreshed with up to date information

(specification, descriptions, images)

- Coordinate / manage customer store service programs.
- Prepare Sales Analysis reports (show specials, monthly buys, trends, purchasing patterns, etc.)
- Monitor and analyze Big Box service KPI's to ensure full compliance. Investigate, confirm and validate all customer claims and chargebacks.
- Support sales team as required – sales calls, attending tradeshow and contractor events.
- Act as a backup to Inside Sales and Pricing departments.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness.
- Participate in the company's quarterly inventory count.
- Other responsibilities and accountabilities as assigned by the National Sales Manager, Retail & LBM.

Qualification

- Must be proficient in Microsoft Office.
- Must have exceptional organizational skills and written and verbal communication skills.
- Must have exceptional customer service skills.
- Self-Starter with the ability to work in a fast-paced environment.
- Experience using SAP within the manufacturing industry would be an asset.

Working Conditions

- Office environment.
- Overtime as required.
- Some travel as required.