

Ricochet Fuel Distributors, Inc.

Job Title: Sales Coordinator

Immediate Supervisor: SVP of Business and Development

Date Prepared: 7/01/2022

We are looking for a Sales Coordinator to assist in the creation of long-term, trusting relationships with our customers. The Sales Coordinator's role is to support in proactively managing multiple books of business and developing new business opportunities from existing clients through excellent communication and service. The Sales Coordinator will seek to streamline customer service efficiencies that aid in the promotion of new business opportunities.

Responsibilities:

Sales Coordinator responsibilities include developing strong relationships with both internal and external customers, supporting the Sales Department, answering customer inquiries, and assisting to identify new business opportunities amongst existing customers. In this role, you will consult with cross-functional internal teams (Sales, Operations, and Accounting Departments) to improve the entire customer experience. This position does not require travel. If you are familiar with account management software (CRM), have a flair for client communication, and understand consumer behavior -- we would like to meet you! Ideally, candidates for this role will know how to meet ambitious individual and team-wide sales goals.

Qualifications:

- Serve as a primary point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Assist in the negotiation of contracts that lead to the closing of agreements which will maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders, and executive sponsors
- Ensure the timely and successful delivery of our products and services according to customer needs and objectives
- Solid experience with CRM software (e.g., ACT, Salesforce CRM or HubSpot) and MS Office (particularly MS Excel)
- Experience delivering client-focused solutions to customer needs

- Proven ability to juggle multiple account management projects at a time, while maintaining sharp diligence

Experience:

- Ability to work independently and as part of a team
- Excellent organizational and time management skills
- Excellent interpersonal, oral, and written communication skills
- Experience writing and delivering communications to other departments
- Ability to take initiative with limited supervision
- Extremely high degree of structure and skill
- Strong attention to detail and exactness
- Analytical skills and ability to work with large data sets
- Adaptability to consistent change and pressure with shifting priorities, deadlines, and/or goals