

Job Description

Job Title: Expeditor/Sales Coordinator
Reports To: Order Manager
FLSA Status: Non-Exempt (Hourly)
Location: Unit 05765-Huntington Beach

SUMMARY

Provides support services to Showroom Sales and Builder Account Managers to assure proper flow of paperwork, and that the order process and delivery process occurs as expected. Delivers customer service assistance as needed to assure customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Places calls to confirm delivery tickets 48-72 hours prior to scheduled delivery of product.
- Responds to phone calls regarding sales orders from customers, job superintendents, builders, and sales personnel prior to delivery. Schedules deliveries, checks availability of product, and communicates with sales person as necessary.
- Resolves customer service issues by research and communication with purchasing, warehouse, sales person, and Order Manager.
- Processes all tickets requiring prepayment through accounting prior to delivery.
- Enters quotes, sales orders, and credit orders from assigned salesperson in to system.
- Updates open order report of assigned sales personnel daily.
- Creates specification books for builders as requested by sales personnel by researching product specifications, product manuals, and internet information.
- Responsible for initiating "pre-inspection" form and scheduling for orders requiring custom installations

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.