

Sales Coordinator Job Description



Overview

Pragmatic Institute is the leading provider in the world of product management, product marketing & data science training, partnering with some of the largest and best-known names in the tech industry. Our clients are fanatical about who we are and the impact we've had on their products, their companies, and their careers.

Job Description

The Sales Coordinator is responsible for providing Pragmatic Institute customer and the sales department with reliable and high-quality administrative support. This position reports to the Manager of Sales Operations but also works closely with the VP of Sales, Account Managers, Marketing, Operations and Finance. This role sits within the sales operations team which interacts with the entire sales organization and is responsible for enhancing the overall operating efficiency and excellence of the sales function.

Duties and Responsibilities

- Serve as the company's first point of contact via phone and email, delivering high customer service with each interaction
- Inbound sales lead coordination and assignment using internal tools and systems
- Knowledge of each account manager's territory and assign leads accordingly as well as direct customer communication to the assigned representative
- Process customer rescheduling requests and work with customers in TBD status
- Research and resolve customer concerns and complaints with sensitivity and professionalism to delight customers
- Provide pre-sale and post-sale customer support to assist growing sales department with notation in the systems
- Maintain reporting within CRM system, internal order management systems & Excel documentation
- Reconcile and verify commissions, leads, parent accounts within our systems
- Partner with internal groups to ensure accuracy of systems and information regarding public orders
- Attendees and actively participates in departmental meetings and calls

What will it take to succeed at this role?

- Exceptional organizational skills & a high attention to detail
- Experience with & knowledge of CRM systems required
- Ability to adapt to fast-paced changing business needs while being able to work independently with a positive attitude
- Customer-centric view in discussing customer internally and externally
- Professional writing and communication skills to internal and external customers
- Strong knowledge of Microsoft Suite including Excel, Outlook as well as Salesforce.com
- Experience in working within a sales organization & customer facing roles

Supervisory Responsibility

This position has no supervisory responsibilities

Work Environment

This job operates in a professional office environment. The role routinely uses standard office equipment.

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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, squat, bend and walk; use hands to finger, handle or feel; and reach with hands and arms.

POSITION TYPE/EXPECTED HOURS OF WORK

Some flexibility in hours is allowed, however the employee must be available for a minimum of eight hours during "core" business hours between 7:00 am – 6:00 pm Monday – Friday as determined by the position and discretion of the supervisor.

TRAVEL

No travel required.