



JOB DESCRIPTION

POSITION: **SALES COORDINATOR**

REPORTS TO: **Sales Administration Manager**

COMPANY SUMMARY:

BKM Total Office of Texas, L.L.C. is an innovative workplace furniture dealership in the DFW metroplex. With revenue in excess of \$40M, BKM employs 80 people in 3 locations in Dallas. Our customer base is comprised of corporate clients, higher education and healthcare. We offer a comprehensive portfolio of products and services that target these particular markets. ReCreations is a business unit within bkm that focuses on the manufacturing and delivery of custom millwork products and services, along with remanufactured and refurbished products. Visit www.bkmtexas.com for more information on BKM.

GENERAL RESPONSIBILITIES:

The Sales Coordinator is a highly motivated individual responsible for performing administrative tasks to support the sales efforts of their Team. In addition, the Sales Coordinator is responsible for day-to-day communication with pertinent individuals within BKM and customers in regards to bids, quotes, orders and acknowledgments.

ORGANIZATIONAL RESPONSIBILITIES:

1. To support Company Objectives and Principles.
2. To interact effectively with all Company employees.
3. To adhere to all Company policies and procedures.
4. To act in a professional manner.
5. To look for ways to improve organizational processes.

OPERATING RESPONSIBILITIES:

1. Preparation of documents to support accurate and timely entry of quotations and orders into the Hedberg Information System and to provide support on bid opportunities.
2. Preparation of installation packets for project implementation to be completed and included at time of order entry.
3. Monitoring of customer orders on a weekly basis (ISR).
4. Handle "Orders Not Acknowledged Report" – calling vendors and updating Hedberg to include coordination with vendors on acknowledgment resolution and shipment schedules.
5. Monitor "Products Received and Not Delivered Report" for outstanding items.
6. Expedite shipments as necessary.

7. Insure all orders are invoiced in a timely manner.
8. Aid Accounting in resolution of Accounts Receivable issues. Preparation of credit memos as appropriate.
9. Handle the resolution of issues with vendors if appropriate.
10. Be fully knowledgeable of Hedberg Information Systems as it relates to Quotations, Order Entry, Inventory, Order Tracking, and Customer Reporting.
11. Back-up other Coordinators during vacations, illnesses and emergencies.
12. Attend training sessions as appropriate.
13. Assist as needed in the preparation of customer presentations.
14. Assist and perform checks on fabric approvals and yardage requirements.
15. Respond to customer requests, when applicable, in absence of other team members.
16. Handling the entry of service orders.
17. Filing/clerical duties.
18. Perform other tasks as assigned.

EXPERIENCE, EDUCATION AND SKILLS REQUIRED:

- High School Graduate; prefer some college
- Furniture Industry experience is a plus
- Ability to multi-task and prioritize
- Microsoft Office (Word, Excel, Powerpoint, Outlook)
- Hedberg Information Services knowledge is a plus
- Problem solving capabilities; Ability to adjust thought process to resolve uncommon issues.
- Customer Satisfaction focus
- Excellent verbal and written communication skills

CONTACT:

Please submit your resume to recruiter@bkmtexas.com