

Job Title: Product Sales Coordinator
Department: Product Sales

Status: Non-Exempt
Reports to: Product Sales Manager

Position Summary: Primarily responsible for providing execution and support of sales of JMG's product portfolio. Execution includes customer service and product order placement. Coordination/support includes preparing orders and status reports, communicating with Client, vendors and professional drivers/teams. Must be available for occasional travel and work beyond a normal eight hour day as needed.

The Product Sales Coordinator must have a positive, "can do" attitude, high performance work habits and a passion for excellence. He/she is a team player and gives their best and most responsive on a consistent basis. The position requires occasional time flexibility to work beyond scheduled hours as needed according to the demands of unplanned changes and or emergencies.

General Purpose: Internal support and coordination for Product Sales

Essential Functions:

- Customer Service
 - Answer incoming phone calls - Assist when possible, direct to proper personal when needed.
 - Customer follow up – provide information requested, shipping info, price, availability, etc.
 - Assist with Internal JMG requests – employee tire sales, tire needs from other JMG departments, etc
- Customer Order Processing
 - Input orders from phone calls and internet/website into POS system
 - Vendor follow up when required
- Enters daily record of time in Advantage
- Enters daily record of calls answered in call log

Essential Skills & Experience:

- H.S. Diploma or equivalent, minimum required
- Strong background in customer service
- Excellent interpersonal and communication skills (written and verbal)
- Strong time management, organizational and critical thinking skills
- Proactive, resourceful, strong team player
- PC proficiency in MS, Excel and Word
- Commitment to company values

Nonessential Functions, Skills & Experience:

- Agency and/or customer service experience preferred

Physical Demands & Work Environment: The physical demands and work environment characteristics 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.

- Physical demands: While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hands to finger, handle, or feel objects, keyboards, office

Product Sales Coordinator

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equipment, reach with hands and arms; climb stairs; balance; stoop, kneel, crouch, talk and hear. The associate must occasionally lift up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral, vision, depth perception, and the ability to adjust focus.

- Work environment: The noise level in the work environment is usually moderate.

General Sign-Off: The associate is expected to adhere to all company policies.

I have read and understand this explanation and job description.

Signature: _____ Date: _____

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