



Sales Support Coordinator

Objective & Purpose

This position is responsible to support the North American and International sales team, either local or external, for the internal processes and continual improvement of all sales order and after sales related requirements.

This position is responsible to work closely with the individual North American and International Sales Managers to process/manage orders and/or arrange the shipping methods based on the customers' requirements.

Principle Duties & Responsibilities

Internal sales support working with both North American and International Sales Managers. Responsibilities will include, but are not limited to the following;

- Order entry, after review of order by salesperson
- Send order confirmations
- Liaison between production and salesperson
- Supply customer with order related documents or information when required or requested
- Complete RMA documentation and send instructions to customers for return of products
- Fulfill marketing material requests from salespeople and package ready for shipping
- Verifying order shipment schedules for above areas and contacting customers in advance of delayed shipments
- Follow up with suspended orders and work with accounting to resolve
- Communicate and respond to various enquires from customers with-in confines of the sales support role. Forwarding technical requests and special enquires to applicable sales persons
- Verify ship method and contact customer with shipment weights and dimensions.
- Communicate and coordinate with various Freight Forwarders
- Coordinate, process and forward commercial documents for all international orders. Various requirements depending on shipping methods and customer demands
- Prepare CAED Export declarations (B13A)
- On the job training is provided to be able to navigate the various system requirements.

Education, Training & Experience

- Must have minimum grade 12 and/ or related post secondary education.
- Work experience in a related field would be considered an asset.
- Logistic experience (domestic or international) would be considered an asset.
- Previous Sales Support experience would be considered an asset, but not necessary.
- Knowledge of SYSPRO



Skills and Competency Requirements

- Have the necessary computer skills to function in an office environment with the most up to date Microsoft Office products
- Be able to multitask and work independently without supervision
- Be a service-focused leader
- Strong customer service skills
- Strong communication skills (oral and written)

Please submit interest to this position by sending your resume to Jodi Mattatall at Mattatall.j@greystoneenergy.com