



JOB DESCRIPTION

Job Title: Client Service Coordinator
Department: Sales
Reports To: VP Sales & Marketing
FLSA Status: Nonexempt

Position Summary: Work closely with the VP of Sales & Marketing, Estimating, and other departments with the goal of mutual business development for BCSI and our distributor partners.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Take information from Sales and Marketing, organize it and pass to Account Manager.
- Communicate with customers/distributors to confirm all details of new account and product set up .
- Transfer knowledge to the Account Managers.
- Continue to be the primary contact for new customers and for ongoing customer needs.
- Professionally communicate with distributor partners and customers via phone and email. Become knowledgeable about products and technology solutions with the goal of educating distributors/customers so that they can more effectively sell our products and technology. Create pricing quotes, reports, etc. which requires knowledge of Microsoft Excel.
- Assist with creating internal requests for printed samples and following through with inspection and shipping of samples.
- Assemble marketing kits, package and ship to distributors/customers.
- Make outbound calls and emails to businesses with goal of establishing strong partnerships to grow new sales within both existing and potential customers. Retain and grow current client portfolio.
- Assist in the development, provide content, and ensure accuracy of printed collateral and promotional materials
- Stay current on best practices and industry standards.
- Continually develop a comprehensive understanding of major competitors.
- Communicate BCSI's key differentiators and value proposition through verbal, written and daily interactions with customers and the BCSI team.
- Travel (minimal) and actively participate in industry events and trade shows with goal of forming customer relationships and growing sales.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Business Ethics/Professionalism - Inspires the trust of others. Keeps commitments. Holds sensitive information confidential, sharing only with those who have a need to know. Treats people with respect. Upholds organizational values. Works with integrity and ethically.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Cost Consciousness - Conserves organizational resources. Contributes to profits and revenue. Develops and implements cost saving measures. Works within approved budget.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Initiative – Asks for help when needed. Looks for and takes advantage of opportunities. Seeks increased responsibilities. Takes independent actions and calculated risks. Undertakes self-development activities. Volunteers readily.

Sales Skills - Achieves sales goals. Initiates new contacts. Maintains customer satisfaction. Maintains records and promptly submits information. Overcomes objections with persuasion and persistence.

Teamwork - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

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/Experience:

Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Mathematical Ability:

Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Apply concepts of basic algebra and geometry.

Reasoning Ability:

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Working knowledge and proficiency with M.S. Office Suite (Word, Excel, PowerPoint).

Certificates and Licenses:

None.

Supervisory Responsibilities: None.

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.

Office environment with some exposure to production. The noise level in the work environment is moderately noisy with some exposure to fumes and occasional exposure to moving parts.

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 sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel, including regular use of keyboard. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision. Occasional travel requirements. Some overtime may be necessary.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date