

Overview

Sales & Order Support Coordinator

JOB PURPOSE:

To support the external sales team, sales partners and customers from offering the quotes to final execution of orders, customer data management, claims tracking and overall administrative support for sales function.

POSITION IN ORGANIZATION:

Sales/Order Support Coordinator

REPORTS TO:

VP Sales – Asia Pacific

WORK LOCATION:

Apex Asia Pacific, Sinnar, Nashik

RESPONSIBILITIES

Establishing Strong Relationships:

Foster personal and commercial connections with Apex's agent/reseller/co-supplier network and direct end customers and OEMs using diverse communication channels to ensure customer satisfaction.

Quoting and Pricing:

Prepare quotes in line with Apex's pricing and conditions, adhering closely to RFQ requirements.

Team Collaboration:

Collaborate closely with Sales and Marketing team members to assist in achieving Apex's sales objectives, ensuring a cohesive approach.

Commercial Support:

Provide troubleshooting and support on all commercial matters, addressing challenges promptly to maintain business continuity.

Order Management:

Handle order intake and process commercial orders efficiently and accurately within ERP and CRM systems, following established procedures. Translate customer requirements effectively for production department understanding.

Quality Assurance Support:

Assist the QA team in managing quality complaints, coordinating with Agents/Resellers and customers, and maintaining comprehensive records in CRM.

Administrative Duties:

Administer relationships effectively by managing appropriate documentation and maintaining regular communication with customers.

Management Reports:

Maintaining and providing effective reports to management as and when required.

Team Collaboration:

Work collaboratively as a team player, meeting the expectations set by the company, and contributing positively to the team dynamic.

ADDITIONAL RESPONSIBILITIES

- Support in Marketing campaigns.
- Following up opportunities (quotes) with agents/resellers (limited contact with the end customers) in geographically relevant areas.
- Follow customers through sales funnel: converting marketing qualified leads to prospects to loyal customers together with the agents/resellers
- Occasional visit to agents/resellers/customers or exhibitions (if needed)
- To update the data of customer communication in CRM

KEY INTERFACES

- **External:** End Customers, Agents, Resellers, OEMs
- **Internal:** External Sales, Marketing, Production, Finance, Purchase, Expedition, IT, QA, Order Support

INCUMBENT PROFILE

- Education: Bachelor's degree. Engineering would be added advantage.
- Experience: Min. 3-4 years of commercial experience in Sales support function
- Experience in the printing and packaging industry would be preferred.
- International sales exposure

TECHNICAL COMPETENCES

- Techno Commercial skills
- Fair understanding of Engineering terms and drawings