



**Garibaldi Glass Industries Inc.**

7344 Winston St.  
Burnaby BC, Canada  
V5A 2G9

---

**Sales Coordinator**

As a member of the Sales Team, the Sales Coordinator is central to enabling the company to deliver products and services in a timely and accurate manner to meet customer expectations.

The primary function of the Sales Coordinator is to help the Sales Team provide clear and accurate communication throughout the organization regarding customer requirements and expectations. This communication – written, verbal & utilizing company systems – includes support for activities around sales leads, sales quotes, sales orders and customer inquiries.

**The Sales Coordinator duties include:**

- Foster excellent relationships with internal client groups including Sales Team, Order Entry, CAD, Production Planning, Shipping & other departments
- To provide quick and accurate information to internal and external customers
- Assist the Sales team to gather accurate information to be used by all departments
- Provide quotes to customers for inquiries within specific parameters
- Proactively identify process improvement opportunities and recommend corrective action
- Continuously learn and fully understand Garibaldi Glass processes & systems
- Provide back-up to Reception for customer inquiries during peak activity periods
- Maintain strong customer relationships to maximize customer satisfaction & trust

Coordinate Responses to Customer Inquiries:

As the central point-person within the Sales Department the Sales Coordinator categorizes, prioritizes, and coordinates responses to customer inquiries received by email, fax, phone and in person.

This position works very closely with Order Entry and Reception in peak call periods to provide non-technical information to customers and to assist Sales to respond promptly to technical inquiries.

**Coordinate Service to Internal Departments:**

Act as the point-of-contact for other departments to get information from the Sales Team. Such requests may include clarity on specifications, pricing inquiries, and delivery commitments.

As the central point within the Sales group, the Sales Coordinator will actively problem solve and identify opportunities to improve communications, process flow and systems data between the Sales team, the customers, and the internal departments.

### **Coordinate Monitoring & Tracking of Priority Orders:**

Work with the Sales Team to identify priority orders. Raise deviations to Sales and to act as liaison with other departments to problem-solve. Communicate solution options to Sales and to other departments as required.

### **Coordinate Quotation Activities:**

As you grow in this position, your role will integrate more closely into the sales process. Growth opportunities include becoming central to the quoting process.

Collect and coordinate information from Sales to prepare quotes, enter into the system, and issue quotes for all customers. This involves gathering information from the various departments required to prepare the quote within customer deadlines.

Track quote-to-sales-order progression and performance.

### **Sales Team Support Activities:**

Collect and update project information to provide visibility to the Sales Team of ongoing and upcoming project work.

Input and update customer management lists

Update pricing information per direction from leadership team for Sales and Software

Participate in daily & weekly sales meetings

As required, provide travel-booking services for the sales team.

### **Qualifications**

The successful candidate for this position will have minimum 2 - 3 years related experience in sales environment and have the following skills:

- Glass manufacturing or building products industry experience an asset
- Highly organized and detail-oriented
- Proactive problem-solving abilities
- Excellent interpersonal and communication skills for productive relationships
- Negotiation skills
- Basic understanding of manufacturing process flow
- Proficiency in Microsoft office applications: Excel, Word, Outlook; asset to have familiarity with PowerPoint, Visio, Project; experience with Simplicity Glass application or ability to learn quickly
- Ability to multi task in a fast paced environment
- Enthusiastic, energetic, diplomatic and diligent
- Good math skills
- Able to think on your feet, sharp, dedicated, professional, results driven, autonomous worker.

### **To Apply**

- Regular Mail: 7344 Winston Street, Burnaby, British Columbia, Canada, V5A 2G9.

- Email: [resumes@garibaldiglass.com](mailto:resumes@garibaldiglass.com). Please specify position of interest in the subject line.
- Fax: (604) 421-7678.