



POSITION DESCRIPTION

POSITION TITLE: Sales Coordinator

DEPARTMENT: Retail Sales

REPORTING RELATIONSHIPS

FLSA Status: Non-Exempt

POSITION REPORTS TO: Director of Retail Sales

POSITIONS MANAGED: None

POSITION PURPOSE

The Sales Coordinator will proactively assist the sales team in the administration and reporting of key functional areas. Responsibilities will specifically be focused on supporting the sales team and work as a liaison between department communication. This individual will act as the subject matter expert for Bona's 1 World system for Bona's Retailers. The Sales Coordinator will be responsible for sales communication, reports and presentations, coordinating meetings and special events, handling telephone calls, and other administrative tasks. This individual will also be responsible for contributing to a positive team atmosphere.

PERSONAL ATTRIBUTES & QUALIFICATIONS:

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Minimum of an Associate's degree or relevant work experience
2. Must have 3-5 years of general office skills
3. Must demonstrate self-motivation, enthusiasm, and strong organizational skills.
4. Proficiency in MS Word, Excel (including Pivot Tables), and PowerPoint
5. Experience with portals or CRM required (salesforce, PeopleSoft, or Workday etc.)
6. Excellent communication and organizational skills
7. Must demonstrate self-motivation, enthusiasm, organizational skills, and be goal-oriented
8. Must demonstrate effective verbal and written communication and presentation skills

JOB DUTIES:

1. Handling Sales requests
 - a. First point of contact for sales
 - b. ETAs/Back-order status
 - c. Maintain customer Pricing
 - d. Communicate Product availability
 - e. Reports (several ran by team including cut back-orders, adhesives, non-compliance)
 - f. Tracking orders
 - g. Customer sample order requests
 - h. Ensuring deal sheets are updated
2. Obtaining and uploading Certificate of Insurances for retailers
3. Retailer promotions – maintain promo tracker, communicating with Supply Chain/Bonded

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4. Responsible for general sales administrative support, not limited to the following tasks:
 - a. Support catering for all sales events, meetings & off-site events
 - b. Coordinate meeting space for off-site and/or local sales meetings, out-of-state sales meetings and general travel needs that may arise
 - c. Support coordinate hotel stays for local guests traveling within the U.S. for the purpose of meeting with the sales team.
 - d. Assist with sales forecasting and reports
 - e. Customer Event Planning
 - f. SharePoint and some G Drive maintenance
 - g. Basic software education on CRM and other software tools
 - h. Assist and facilitate field with marketing requests, examples: literature, Bona Agency etc.
 5. Maintain and develop 1 World Sync system, which includes, but is not limited to; new item setup and maintenance for the following retailers; Walmart, Kroger, Safeway, Albertsons, and Lowes.
 6. Update any product changes for Bona's Image/Feature and Benefit for retailer websites.
 7. Maintain expert knowledge of Word, PowerPoint, Excel, and a working knowledge of social networks, Google Analytics, etc.
 8. Manage special projects assigned by Sales Leadership.
 9. Able and willing to work necessary hours to meet all project deadlines, travel when necessary.
 10. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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CORE COMPETENCIES

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Project Management** – Completes appropriate amount of projects within the given timeframe.
3. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
4. **Customer Orientation** – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations
5. **Patience** – Allows others to make mistakes without a negative reaction, allows others to learn or understand at their own pace, listens to others before forming a response, and takes the necessary time to work through obstacles.

6. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
7. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
8. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
9. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
10. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
11. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily
12. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 50% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. This position also requires some amount of time to be spent using computer equipment, which entails regular and repetitive motions.
5. Must be able to lift 80 pounds
6. Requires the use of hands for grasping and fine manipulations

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7. Must be able to communicate effectively by listening and also in both written and verbal forms.

WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.
2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.

Salary/ Wage Range \$45,000-\$55,000

Compensation for the role will depend on a number of factors, including a candidate's qualifications, skills, competencies and experience and may fall outside of the range shown. Bona offers a competitive total rewards package, which includes a 401k match, Open PTO, healthcare coverage and a broad range of other benefits. Learn more at <https://us.bona.com/companyInfo/work-at-bona.html> EOE/Job

SIGNATURES

This job description has been approved by all levels of management.

Manager Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Date: _____

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.