

Sales Coordinator

Descrição da função

In this role, you will support customer inquiries, maintain accurate data, and collaborate efficiently with other corporate and manufacturing functions. Working closely together with the sales team to deliver an excellent customer experience to our internal and external customers.

HOW YOU WILL MAKE AN IMPACT

- Maintain accurate customer master data in ERP and CRM systems (including pricing, bonuses, shipping details, and invoice settings)
- Monitor and update pricing, terms, conditions, sales agent details, and commission data
- Assist the sales team with planning, forecasting, reporting, and preparation for customer visits
- Prepare strategic and operational reports, including statistics and sales performance analysis
- Manage rebates and commission processes in coordination with Accounting
- Create credit and debit notes
- Act as an interface between customers and internal functions (SCM, Accounting, Quality)
- Validate non-standard orders for accuracy and compliance
- Provide support for customer demand prioritization when capacity is limited
- Support escalations related to missing payments and special payment processes
- Support handling of quality complaints
- Communicate with customers and prospects via phone and email
- Record and maintain leads in Salesforce
- Manage requests for samples, pre-series materials, and physical marketing material
- Assist with the quotation process and prepare and send offers to customers
- Ensure alignment of operational requirements with customers and internal stakeholders
- Support contract preparation and review to ensure compliance with applicable regulations
- Manage customer inquiries by obtaining relevant information or directing requests to appropriate stakeholders

Requisitos

WHAT YOU BRING TO THE ROLE

- HS Diploma/GED
- 3+ years of Customer Service and or Sales Support experience
- Knowledge with SAP, CRM, and MS Office (Excel, PowerPoint,



Identificação da vaga
REF94791H

Área funcional
Marketing and Sales

Local
Winchester

Nível de liderança
Leading Self

Modalidade de trabalho
Onsite Job

Pessoa jurídica
O'Sullivan Films, Inc.

Outlook, Teams)

- Ability to work in a team and deal with conflicts
- Ability to learn our industries, markets, products, and materials
- We are seeking a customer-focused professional who demonstrates strong judgment, ownership, and problem-solving capabilities

ADDITIONAL WAYS TO STAND OUT

- Bachelor's degree
- 5 +years of customer service and or sales support
- Experience with ERP SAP
- Consistently seeks to understand customer needs and anticipates potential challenges before they escalate.

O que oferecemos

THE PERKS

- Immediate Benefits
- Paid Time Off
- Employee Discounts
- Annual Bonus
- Employer 401(k) Match
- And more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / AA / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online

application.

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Quem somos

Continental is a leading tire manufacturer and industry specialist that develops and produces sustainable, safe and convenient solutions for automotive manufacturers as well as industrial and end customers worldwide. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and markets.

ContiTech is one of the world's leading industry specialists. The Continental group sector offers its customers connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food sector and the furniture industry. With about 39,000 employees in more than 40 countries and sales of some 6.4 billion euros (2024), the global industrial partner is active with core branches in Asia, Europe and North and South America.