

Sales Order Coordinator

DCNE is currently seeking a full-time Sales Order Coordinator to join the team at the Malden, MA location, Monday-Friday. Competitive salary plus incentives offered, including medical, dental, and 401k

Essential Duties: This position is primarily responsible for selling corporate products to businesses and industrial establishments or individuals by performing the following duties.

Role & Responsibilities:

- Process & coordinate all equipment and parts & supplies orders taken by outside sales personnel as well as walk-in, telephone and email sales orders from customer's base.
- Makes outbound lead follow-up calls to potential and existing customers by telephone and e-mail to qualify leads and sell products and services.
- Handle inbound sales leads calls and convert calls into sales.
- Emphasize salable features, prepares quotes from salesman and enters orders for sales obtained.
- Estimates date of delivery to customer, based on knowledge of factory's production and delivery schedule.
- Builds and maintains customer relationships.
- Works with outside sales representatives to keep account activities and literature up to date.
- Investigates and resolves customer problems with deliveries.
- Work in a team environment, interacting with other departments within the organization to facilitate customer orders and inquiries. Example: Credit and Warehouse-Logistics departments.

