

CSI SALES ORDER PROCESSING COORDINATOR

DESCRIPTION: Responsible to assure accuracy in sales orders to ensure products are built to the customer's specifications and delivered on time. Incumbents are responsible to implement marketing strategies, develop/revise product brochures/catalogues, and manage front counter sales. Supervises inmate workers. Performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Establish procedures and guidelines for expedited sales order processing. Ensure that orders are entered into the system within 24 hours of receipt, provided that all information included is accurate.

Train, direct and supervise inmate workers to place and review orders for correct and complete information, including special/custom drawing numbers, specifications, part/model numbers, colors, CSI inventory designations and shipping and billing information to ensure timely and accurate input into the system.

Detain and flag orders with incorrect information and ascertain correct information. Hold orders lacking information and propose and implement solutions to correct and place orders.

Troubleshoot incomplete orders; identify problems and propose and implement solutions.

Review stock inventory to determine correct shipping dates and change shipping dates on orders as necessary, coordinating such with the customer. Work with manufacturing department to ensure adequate levels of stock items are available at all times.

Analyze stock order inventory on at least a quarterly basis and propose trigger levels for inventory control/manufacturing production. Provide rationale for increasing, decreasing or discontinuing stock items or levels.

Request and establish product identification numbers for new/custom/special products.

Track orders throughout the manufacturing process and shipment, working to resolve overdue or late orders. Propose and implement solutions to resolve overdue/late orders in conjunction with manufacturing, inventory control, sales and warehouse.

Utilize existing databases to track order trends and analyze data to create reports as to type/manner of orders.

Ensure validity of database content by supervising and monitoring information entered and proposing format changes as necessary.

Provide reports and narratives to support changes in forecasting, stock inventory, product addition or deletion and shop production capacity.

V66620 – CSI SALES ORDER PROCESSING COORDINATOR (continued)

Project management for large or complex orders, especially those with significant levels of custom orders to ensure timely and accurate design and delivery. Ensure manufacturing/delivery issues are dealt with in a proactive manner and find and implement solutions when problems do arise.

In-house duties consisting of walk-in sales, on-going maintenance and layout of product showroom, management of CSI Demo Program and Overstock inventory, interaction with vendors to collect and distribute product information to sales force, overseeing and coordinating marketing efforts to provide timely and correct information to customers and sales force.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: sales practices, processes and principles; customer service principles/practices; inventory system; agency rules/regulations; agency business systems; shipping methods;

Skill in: customer service and sales; NIS Sales and Manufacturing software,

Ability to: evaluate performance; assess strengths and weaknesses;

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance and/or other evaluations.)

Knowledge of: administrative and clerical procedures and systems; office procedures and practices; principles and methods for showing, promoting and selling products; marketing strategies and tactics; sales techniques; product demonstration; recordkeeping; file management; products and materials used to make products; basic math;

Skill in: proofreading for errors; time management; organizing and prioritizing, computer use (especially, spreadsheets).

Ability to: communicate ideas and information, both verbally and in writing, so others will understand; listen and understand information presented, both verbally and in writing; recognize a problem; speak clearly so others can understand; apply general rules to specific problems to produce answers that make sense; arrange things or actions in a certain order or pattern according to a specific rule or set of rules; recognize differences/similarities; detect changes in circumstances or events; process information; develop constructive and cooperative working relationships with staff and the public; analyze information and evaluate results to choose best solutions and solve problems; use computer systems; encourage and build trust, respect and cooperation among team members.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of education/training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline is: 2-3 years experience in sales, customer service and/or marketing.