

HERON BOTANICALS

JOB TITLE: Sales Coordinator

PRIMARY PURPOSE

To facilitate timely and accurate processing of sales orders, according to cGMP policies and procedures, including record-keeping, inventory, and routine customer service for the sales office.

IMMEDIATE SUPERVISOR: General Manager

SCHEDULE

Flexible within typical office hours, depending on availability, employment status, and labor needs. Weekends and holidays off.

EMPLOYMENT STATUS: Part- or full-time; permanent; FLSA non-exempt; hourly.

PERFORMANCE REVIEW SCHEDULE:

3 mos., 6 mos., and annually thereafter. Wage review annually.

COMPENSATION PACKAGE

- Pay Range: \$16-18/hr, DOE
- Healthcare: Medical and dental insurance per company policy.
- Paid Leave: vacation and sick leave per company policy.
- Paid Holidays: New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving, Christmas, New Year's Eve, and birthday.
- Employee Discounts: HB Emp./F&F, bulk-herb supplier, buying club discounts.

JOB REQUIREMENTS

- Education: Bachelor's degree preferred but not required.
- Some study in botany, forest ecology, herbalism, business management, marketing/sales, or related.

Skills:

- Attention to detail.
- Strong organizational and communications skills; ability to communicate professionally with naturopathic physicians.
- General customer service skills.
- Self-motivated; able to work independently.
- Basic knowledge of botanical products, including Latin binomial of common Eastern and Western herbs.
- Ability to navigate in both Windows and Mac operating systems.
- Prior customer service, sales and/or book keeping experience helpful.

Physical Requirements:

- Must be able to safely bend, stretch, and lift and move up to 30 lbs. on a regular basis.
- Must be able to stand for long periods of time.

GENERAL JOB DESCRIPTION

The sales department is responsible for the timely and accurate fulfillment of all orders received. The sales coordinator is responsible for tracking orders from receipt through completion, supervising the sales assistant/staff herbalist as needed to complete order fulfillment.

Oversight of the order fulfillment process includes customer service, inventory management, and basic record keeping. While the sales and service assistant is available to support order fulfillment and perform assigned tasks as needed, the sales coordinator is responsible for ensuring that all customer service inquiries are resolved, orders are completed in a timely manner, and that packaging and distribution of orders runs smoothly and efficiently.

DUTIES

ONGOING/DAILY:

- Receive, invoice, fill, package and ship orders placed to Heron's Sales office in a timely manner, and in accordance with existing policies and procedures.
- Address customer service inquiries and resolve issues in a timely, courteous, and professional manner (including new accounts, service expectations, complaints, returns, etc.).
- Manage routine communication from the sales office by phone, email, and fax, involving supervisors in more complex service requests, as necessary.
- Perform new account establishment and account maintenance. Obtain all necessary documentation, including credentials/ID, reseller permit, payment information, restricted product approvals/waivers.

WEEKLY/MONTHLY:

- Attend monthly staff meeting to address scheduling, news, changes to policy/procedures, etc, and communicate regularly with management between meetings to address issues as they arise.
- Ensure order fulfillment area is cleaned/maintained according to schedule.
- Maintain inventory of necessary order fulfillment supplies (ink and labels, boxes/packaging, bottles), stock creams and formulas.

QUARTERLY:

- Participate in quarterly inventory count.

TO APPLY:

Please send cover letter and resume to office@heronbotanicals.com.