



Product Specialist Coordinator

(Reporting to Sales and Marketing Operations Manager)

Main purpose of role

To link the Leads and Opportunities for the product specialists with both the external customer and the inter-departmental customers who support the sales effort. To seek to ensure the customer maximise the benefit and use of their product so that they will become life-long customers.

Management will limit change in order that you have clear focus on your role and objectives but the requirement for change, flexibility and continuous improvement is a necessary part of all our roles in the organisation.

Main Duties:

1. Provide excellent customer service and share all activity in CRM.
2. Maximise the face time of the product specialists with validated Customer Opportunities.
3. Coordinate the provision of marketing material and campaigns within the Sales & Marketing Department towards the product specialists areas assigned.
4. Provide cross departmental coordination to ensure the smooth implementation of the customer journey and sales process milestones.
5. Coordinate after-sales customer support to ensure they experience effective and long-term benefits from the use of the specialist product.
6. Provide all necessary sales and activity reports to demonstrate the achievement of all goals, KPI's and performances.
7. Take ownership and accountability of customer issues for both external and internal customers.
8. Process quotations, customer orders, product returns, and credit notes onto our system in a timely manner as required for the product specialists.
9. Assist in the accurate forecasting of sales pipeline.
10. Perform additional ad hoc tasks as required by the Company. The duties listed are not exhaustive.

Skills Required:

- Highly self-motivated
 - Positive team orientated focus
 - Excellent organisational skills
 - Ability to communicate at all levels
 - Good attention to detail
-

Experience:

Minimum 1 to 2 years' experience in a similar role.

Experience of computer applications such as Microsoft Office, Excel, Email, and Internet is essential

Experience of /Sage/CRM/ or other Customer Database systems preferred

Qualifications:

Leaving Cert or Business Cert / Diploma

Core Competencies:

- **Customer Focus-** Demonstrate a high standard of customer service, striving to exceed the customer's needs, both internal and external. Takes Responsibility for problems and queries and ensures the customer is satisfied. Is polite and courteous and builds rapport with customers.
- **Communicating Effectively-** Demonstrates the ability to communicate clearly at all levels, verbally and in writing. Is clear concise and easy to understand. Seeks others views and encourages contributions. Ensures information reaches the relevant people and that messages are understood.
- **Team working-** Develops positive working relationships with colleagues. Offers advice and assistance when required. Sharing knowledge and experience. Contributes to team effectiveness
- **Results Orientation Including Planning and Organisation-**Demonstrates the ability to achieve results, changing direction as and when necessary. Is able to plan and organise workstation and daily tasks to assist performance and achieve objectives. Manages the delivery of service daily. Identifies what needs to be achieved and develops plans to deliver optimum results within constraints. Monitors progress adjusting plans when required. Keeps organised and accurate records
- **Contributing to the future of the organisation-**Is motivated to play a role in the organisations business. Is enthusiastic about the direction of the company and supports changes to achieve company aims. Seeks to develop own role and career and seeks to learn and develop new skills and knowledge. Goes beyond the defined role