Job Description: Inside Sales Coordinator

Classification: Hourly

Reports to: U.S. Commercial Manager

Hours: 8:00 a.m. – 5:00 p.m. or 8:30 a.m. – 5:30 p.m.

Salary Range: $47,500-57,500 depending on relevant education and experience

ICL is a World Class Trans-Atlantic container shipping line with an integrated logistics network offering the most reliable delivery and customer-focused solutions.

Job Summary: As an ICL Inside Sales Coordinator, you'll play a vital role in the U.S. export customer service department, collaborating closely with our sales team to facilitate the sales process and ensure customer satisfaction. You'll be responsible for managing customer inquiries, preparing quotes, and coordinating with various internal departments to meet customer needs. This role requires excellent communication skills, attention to detail, and a customer-centric approach.

Essential Duties & Responsibilities:

Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.

1. **Customer Relationship Management:**
    - Serve as the primary point of contact for customer inquiries via phone, email, and other communication channels.
    - Build and maintain strong relationships with customers by understanding their shipping needs and providing timely assistance and support.
    - Follow up with customers to ensure satisfaction and address any concerns or issues promptly.
2. **Quoting and Business Development:**
    - Coordinates with the Pricing department to prepare rate quotes in line with customer requirements, benchmarks, expected volumes, and market conditions.
    - Follows up with potential customers to facilitate the sales process and convert rate quotes into bookings or gain feedback on ICL's rate quote offers.
    - Coordinates with the Pricing department and Sales Manager on specific rates for service contracts and maintains communication with customers about service contract updates.
    - Sources new leads and opportunities by making first contact with prospective customers.
3. **Shipment Processing and Coordination:**
    - Process customer booking requests accurately and efficiently, ensuring all necessary documentation is complete and compliant with applicable regulations.
    - Become IMO Hazardous Goods certified to process hazardous booking requests, understand customer safety data sheets, and process final IMO dangerous goods documents in compliance with applicable regulations
    - Coordinate with internal departments such as Intermodal, Marine Operations, Warehouse Operations, Documentation, and Imports to ensure smooth fulfillment, delivery, and issue resolution.

- Monitor shipment progress and provide updates to customers regarding their cargo status.

4. **Sales Support and Reporting:**
    - Be the inside point person for a geographic sales territory in support of a remote Sales Manager
    - Assist the sales team in achieving sales targets by providing administrative and operational support as needed.
    - Generate reports and analyze sales data to identify trends, opportunities, and areas for improvement.
    - Assists with account-level volume forecasts by monitoring planned versus actual volume performance
    - Contribute to sales meetings and discussions by providing insights and recommendations based on customer feedback.
    - Travels and attends customer visits with Sales Managers on occasion.

Qualifications:

1. **College degree or equivalent work experience.**
2. **Communication.** Communicates effectively, appropriately, and professionally. Speaks and writes in a clear and credible manner. Actively listens to others and proficient in asking follow-up questions. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Pursues new business and negotiates rate quotes with customers. Presents clear customer data, reports, and any other information needed to sales manager. Ability to build rapport and negotiate effectively.
3. **Decision Making**. Makes informed decisions based on guidance from management and corporate culture. Must also have the foresight to seek guidance when necessary. Understands ICL's revenue guidelines and customer's needs to offer rates that satisfy both parties.
4. **Problem Solving.** Ability to identify prospect's business needs and resolve any issues concerning customers' cargo shipments and provide solutions. Follows up regarding any problematic situation.
5. **Personalized Customer Service.** Must understand ICL's business to explain ICL's shipping services in detail to customers. Ability to pursue business, create rapport, and empathize with prospects and customers over the phone. Keeps prospects engaged. Proficiency in active listening and ability to ask follow-up questions.
6. **Reliability.** Must be able to work as an effective team member, providing assistance and back up to one's teammates and sales manager. Ability to handle stress appropriately and interact well with others. Embraces a positive attitude. Detail-oriented and ability to multitask and prioritize tasks in a fast-paced environment.
7. **Computer/Software knowledge.** Ability to gain a working knowledge of systems provided by ICL in a defined time period (Compass and Compass NextGen). Proficient in Microsoft Office.
8. **Authorized to work in the United States.**
9. **Must be eligible to obtain TWIC card.**

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones. While performing the duties of this job, the employee is regularly required to talk or listen. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, and operating a motor vehicle. This is largely a sedentary role. Some travel is expected for this position.

Note: This job description is intended to describe the general nature and level of work performed. It is not intended to be an exhaustive list of all responsibilities, duties, or skills required. Management reserves the right to modify, add, or remove duties as necessary.

ICL is an Equal Opportunity Employer. More company information can be found at www.icl-ltd.com