



## Quotations Coordinator

The Quotations Coordinator will work with the outside sales team to increase sales and customer satisfaction by timely and politely providing customer with commercial plumbing quotations and assisting with any questions pertaining to the quotations.

### Job Duties:

#### Communication

- Communicates clearly and logically following a sequence that flows from a purpose, stressing major points
- Adjusts communication style to fit the audience; frames message in line with audience experience, background, and expectations
- Seeks input from audience and checks-in understanding; presents message in different ways to enhance understanding.
- Uses syntax, pace, volume, diction, and mechanics appropriate to the media being used
- Attends to and accurately interprets messages from others; responds accordingly.

#### Contributing to Team Success

- Assists in the successful accomplishment of team goals by making suggestions, providing necessary resources, and removing obstacles
- Listens to and fully involves others in team decisions and actions; values and uses individual differences and talents
- Shares important or relevant information with the team.
- Adheres to the team's expectations and guidelines; fulfills team responsibilities; demonstrates personal commitment to the team

#### Customer Focus

- Seeks to understand customers by actively seeking information to understand circumstances, expectations, applications, timelines, and needs.
- Educates customers by sharing information that builds their understanding of issues and capabilities
- Builds collaborative relationships using rapport and cooperative relationships with customers
- Takes action to meet customer needs and concern; considers how actions or plans will affect customers and responds quickly to meet needs and resolve problems; avoids over-commitments
- Implements effective ways to collect customer feedback thereby evaluating customer concerns, issues, and satisfaction; anticipates customer needs



### **Decision Making**

- Recognizes issues, problems, or opportunities and determines action needed
- Gathers information to better understand issues, problems, and opportunities
- Integrates information from a variety of sources; detects trends, associations, and cause-effect relationships
- Creates relevant options for addressing problems or opportunities and achieving desired outcomes
- Implements decisions or initiates action within a reasonable time
- Includes others in the decision-making process as warranted to obtain good information, make the most appropriate decisions, and ensure buy-in and understanding of the resulting decisions

### **Managing Work / Planning & Organizing**

- Prioritizes and identifies more critical and less critical activities and tasks; adjusts priorities when appropriate
- Ensures required equipment and/or materials are in appropriate locations so that own and others' work can be done effectively
- Effectively allocates time to complete work and coordinates others' schedules to avoid conflicts
- Determines requirements by breaking projects or decisions into tasks
- Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion

### **Technical / Professional Knowledge & Skills**

- Responds promptly and accurately to all RFPs assigned by their due dates with products, services, and pricing that maximize the chance to win the bid
- Balances the needs to gain sales through successful RFP submissions with the company's need to maximize gross profits
- Successfully influences changes in specifications where needed to promote brands and in-stock products that align with the company's priorities
- Learns and demonstrates competence with all product lines
- Conveys accurate messages, ideas, and decisions through clear verbal and written communication
- Provides market specific product needs and price points
- Understands the nuances of competitor product offerings as well as their target audience and strategies on how they reach that audience.
- Demonstrates proficiency with related computer systems and applications (e.g. Microsoft Outlook, Word, Excel, PowerPoint, email, company ERP, CAD drawings, etc.)

### **Leading through Vision & Values**





- Participates in team and company initiatives and activities
- Balances individual and company needs
- Mentors junior staff members

#### **Quality Orientation**

- Accurately and carefully follows established procedures for completing work tasks
- Vigilantly watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action to correct quality problems or notifies others of quality issues as appropriate

Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.

#### **Job Requirements:**

- Education: High school diploma/GED required (Associate's degree preferred).
- Experience: Minimum 2 years in similar position preferred. Minimum 1 year in progressive position (2 years preferred). Product/applications experience required. Wholesale distribution experience preferred.