

2022

**Job Description:**

Inside Sales Coordinator

**Company Description:**

Ice Air is a supplier of specialized HVAC equipment based in Mt. Vernon, New York. Over the last several years, Ice Air has developed innovative products that meet the environmental challenges of eliminating the need for fossil fuel sources to provide heating, cooling, domestic hot water and central water loop systems.

**Position Objective:**

The Inside Sales Coordinator is responsible for customer satisfaction and executing internal sales processes. The position requires someone with excellent organizational skills and communication skills.

**Responsibilities:**

(Includes, but not limited to)

- Facilitating customer orders
  - Manage incoming requests for equipment and parts
  - Work with operations to ensure accurate parts numbers are in use
  - Enter orders in Quickbooks
  - Assist accounting with credit authorization and credit card processing
  - Initial point of contact for incoming inquiries at [sales@ice-air.com](mailto:sales@ice-air.com)
  - Answering incoming sales calls
  
- Customer service and support for existing and new projects
  - Help establish new project information
  - Work with sales engineers and project management to provide customer support
  - Help project management disseminate paperwork to customer
  - Maintain checklist and project flow list with project management
  - Responsible to make sure customer satisfaction needs are met
  
- Tracking and managing incoming leads and opportunities
  - Updating company and project details
  - Working with estimating department to determine opportunities and companies with highest potential for return
  - Assisting sales team with market analysis

- Coordinate outreach and identify key customers
  - Contacting existing and new customer to determine project status
  - Direct sales efforts by assessing incoming opportunities
  - Support salesman and sales engineers
  - Set up meet and greets and lunch and learns
  - Work with sales and marketing department to ensure information requirements are meeting customer needs
  
- Assist sales department
  - Assist sales director and sales engineers
  - Manage external database searches
  - Manage CRM
  - Communicate with manufacture rep network

**Qualifications/Requirements:**

- Bachelor's Degree in Mechanical Engineering (Thermal Dynamics a plus)
- Knowledge and background in HVAC systems, operations and functions
  - Familiarity with construction and building applications, a plus
  - HVAC equipment selection software knowledge, a plus

**Skills:**

- Hardworking and responsible
- Ability to track long-term progress and follow through
- Excellent customer service and ability to resolve customer issues
- Good organizer with problem solving capabilities
- Ability to sell to customer needs and present technical information
- Presentation, verbal communication and computer skills
- Show initiative and have good attitude
- Must be able to work well with others
- Ambition a must

Compensation will be dependent on candidate's experience.

Interested candidates please contact: Tom Glass - Director of Sales and Marketing

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