



**Tournesol**  
SITEWORKS

## Inside Sales Coordinator/Customer Service

Tournesol Siteworks is a small national manufacturer of landscape products for green buildings based in Hayward. We're currently searching for an inside sales coordinator/customer service person, a key member of our sales team. We can promise you an interesting opportunity at the forefront of the Green Building market, a great place to work with a growing company, good benefits, and an interesting client base working on environmentally-conscious construction projects nationally. Because we're a tight-knit group, you need to be a team player to succeed here.

The inside sales coordinator/customer service person provides coordination between clients, production, accounting and sales teams through the timely exchange of information and resolution of requests, via telephone, email and mail. This full-time position is located in our Hayward manufacturing facility, close to I-880 at the Whipple Ave. exit. You'll work directly with our outside and inside sales team, our national distributor network, and some direct clients. You'll report to our national sales manager.

Your responsibilities will include:

### Customer Support

- Order Entry
- Order Confirmation (colors, textures, samples)
- Approval Verification
- Leadtime Coordination with Production Group
- Order Status updates
- Payments – coordinates payment and enforces agreed payment terms
- Delivery
- Tracking

### Logistics

- Freight Estimates
- Coordination of unusual freight arrangements
- Freight follow-up and tracking
- Notification

### Inside Sales Support

- Responding to basic inquiries
  - Pricing
  - Availability / Inventory
  - Color options
  - Texture options
- Product returns and exchanges
- Log information from client contacts in CRM

### Marketing support

- Provides sales support through marketing materials
- Orders materials to maintain sample inventory
  - Internal materials
  - External suppliers to support this activity
- Support CRM marketing activities

You should have a few years experience in customer service or sales. Most importantly, we're looking for individuals who are organized and thorough in the workplace. You'll be working on many projects and orders at the same time, and will be expected to keep them all moving forward. Knowledge of the construction, landscape, or irrigation industry would give you a head start, but is not necessary. You'll need to be comfortable working on the phone with clear, fluent english, working on the computer with CRM software (we use SalesForce), and be aggressive about learning our business. You should enjoy a small-business environment where your performance makes a difference every day. You'll need to be self-directed, and be able to make decisions without continuous supervision.

We're a small but rapidly growing company growing in the exciting Green Building industry. You'll be well rewarded with a \$42,000-48,000 salary (depending upon your experience), vacation, full healthcare, 401k, and other attractive benefits. We take good care of our people, and folks that fit within the group and perform tend to stay for a long time. You can check us out at [www.tournesolsiteworks.com](http://www.tournesolsiteworks.com). If you are interested, please send a MS Word copy of your resume and salary history to [jobs@tournesolsiteworks.com](mailto:jobs@tournesolsiteworks.com). Please do not send in more than one; we receive many responses. We'll do our best to respond within 3-5 business days for those candidates considered for the position. After a short preliminary telephone interview you may be scheduled for an in-person interview which will be held in Hayward. We apologize in advance if we are unable to respond to all submissions.