



Inside Sales Coordinator

Department: Sales
Reports to: Inside Sales Coordinator Supervisor
Location: Union City, CA
Experience: 3 to 5 years
Job Type: Full Time Employee (non-exempt)
Education: Min. High school diploma

Tournesol Siteworks is a national manufacturer of landscape products for green buildings based in the San Francisco Bay Area. We're currently searching for a Inside Sales Coordinator as a member of our Sales group. 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 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 Union City, CA 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
- Coordinates payment and enforces agreed payment terms
- Delivery & Tracking
- Coordination of unusual freight arrangements, follow up
- Delivery Notifications

Inside Sales Support

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

You should have several 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, 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.

Tournesol Siteworks provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Tournesol Siteworks complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.



To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. You should have sufficient education, training and/or work experience to demonstrate possession of these skills. This would typically mean a minimum of three or more years' previous experience in an outside sales environment.

Most importantly, we're looking for individuals who are organized, thorough, and think for themselves in the workplace. You'll be working on many projects, and will be expected to keep them all moving forward. You'll need to be comfortable working on a computer and in a manufacturing environment. 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.

Physical demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, unless accommodation would cause undue hardship to the business. While performing the duties of this job, the employee is regularly required to:

Occasionally – Activity or condition exists 1/3 of the time

Frequency	Physical Demands																	
	Lift/Carry				Push/Pull				Bend									
	< 10 lbs	11-20 lbs	26-40 lbs	41-100 lbs	< 12 lbs	13-25 lbs	26-40 lbs	41-100 lbs	Squat/kneel	Sit	Walk	Stand	Climb	Crawl	Reach above shoulder	Handling / Fingering	Twist/Turn	Keyboard
Occasionally	X														x	X	X	
Frequently											X	X						
Constantly										x								x

Frequently – Activity or condition exists from 1/3 to 2/3 of the time

Constantly – Activity or condition exists 2/3 or more of the time

“Frequently” or “Constantly” are ESSENTIAL elements, or demands occurring in the job since they exist, in general, more than half of the time. Physical demands which are designated “Occasional” may be considered essential depending on other conditions.

You'll be well rewarded with an annual salary depending upon your experience, three weeks paid vacation, full healthcare, 401k matching, and other attractive benefits upon completion of the requisite period of employment. 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. If you are interested, please send a MS Word or PDF copy of your resume and salary history to 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.