

GORDON, INC.

POSITION DESCRIPTION: PROJECTS COORDINATOR

Immediate Supervisor's Title: Product Manager.

PURPOSE & GENERAL AREA OF RESPONSIBILITY:

Provides Administrative support for the Product Team. Serves as a Team Member and Customer Service contact for the Product Group(s) managed. Ensures that the Company provides extraordinary service and empathy to our external Customers in a way that will cause them to become totally delighted in their business relationship with Gordon, Inc. Performs all duties and responsibilities in a way that provides for continual improvement of the Total Quality environment for not only the Business Unit organization, but for the entire company. Ensures that the Product Team provides total satisfaction with the product delivered to all Internal Customers. Performs duties and tasks at the highest level of quality. Is responsible to the entire Business Unit Team in its role and responsibilities toward the continual attainment of the 5-Strategic Imperatives and the Profitability Goals of the Company.

PERSONNEL SUPERVISED:

(none)

EDUCATION & EXPERIENCE:

"College" B.S. Degree, or equivalent desired. Minimum of 1-year experience in Customer Service and/or Technical Sales Representation. Proficiency with fully integrated computer systems, with relevant experience in Order Entry systems, Materials Requirement Planning, understanding of Computer Assisted Design (CAD), reading and interpreting Engineering Drawings, and the management of traditional Customer Service functions.

SPECIFIC AREAS OF RESPONSIBILITY:

1. Performs in an Administrative support role for the Product Team in its day-to-day activities of meeting the needs of both the External and the Internal Customer. Serves as a Resource for both External and Internal Customer Service needs.
 - Provides Administrative Sales Service support for the Product Manager, for Independent Reps, and for all other Customers. Provides Customer Assistance in the areas of the Product Group(s) assigned.
 - Sales Order Entry – performs audits of sales orders entered by the Product Manager. Ensures order accuracy and compliance with the customer purchase order specifications and requirements. Audits to ensure that all supporting documentation is included in the sales order packet so that information references can be made in a highly efficient manner by all who have a role in the processing of the order through the system.
 - The use of M2M (Gordon's business and computer system) and compliance to established and required procedures
 - Enters new Customers into the computer system
 - Manages the filing systems for all job functions

- Provides systematic follow-up on outstanding requests for information and/or service..i.e. follow-up with the CAD Team Leader on drawings requests. Communicates issues to the Product Manager as to status of requests so that the Product Manager has accurate and timely information and is positioned to make informed decisions as to setting and recommending priorities.
- Provides timely and accurate information to the customer relative to the lead time status and delivery of their orders(s).
- Assists the Product Manager in the gathering of accurate information required in the preparation of Bids, and in the Quotation Process.
- Ensures that all procedures are followed, with precision, and that “short cuts” that are intended to save minutes do not result in creating non-value added work downstream, lends itself to possible confusion, or result in an ambiguous specification and expectation for whatever process is required to satisfy the needs of the customer.
- Serves as the point-of-contact for the Independent Rep, Architects, and other Customers for the receipt of sample requests. Prepares the Sample Request form and forwards it for completion of the sample order.
- Serves as the point-of-contact for the Independent Rep, Architect, and other Customers for the receipt of Literature requests. Initiates the Literature Request form and forwards it for completion of the literature request order.
- Ensures timely follow-up to the varied requests and documentation (release forms, etc.) sent to the customer for approval and/or signature. Documents follow-up for later reference and inclusion in the customer files.
- Other functional requirements include:
 - Faxing AutoCad details, literature, etc.
 - Typing Drawings Approval transmittals
 - E-mails specifications, AutoCad files, and product information to Customers
 - Faxes Invoices and Credit memos to the Customer / Reps
 - Providing Customers with sample product selections for approval (paint chips, etc.)
 - GRAN's
 - Credits
 - Researches damaged shipments and provides necessary documentation
 - Assists in obtaining payment information from the customer (credit card information, etc.)
 - Follow-up on Absorb Freight and Freight Claim Notifications
 - Internal Debit procedure
 - Sales Order Cancellation procedure
 - Coordination with Purchasing on Custom color matches
 - Order Expediting with the Planning & Scheduling Team
 - Assists the Product Manager in the preparation and maintenance of the two-year calendar and sales projection update
 - Maintenance of information and procedures on Gordon Intranet
 - Assists with all issues related to National Sales Meetings and gives Product Presentations
 - Maintains spreadsheets / data bases
 - Other duties and responsibilities as may be assigned from time-to-time

- Maintains Charts, Graphs, and other informational documentation so the Continual Improvement of process and procedures, as well as Team and Departmental Goals may be monitored for Continual Improvement.
 - Monitoring, Tracking, and Charting critical steps and procedures
 - Individual Goals and opportunities for Personal and Professional Improvement
 - Team Goals for Improvement

2. Assisting the Product Manager with the Coordination of Sales Efforts and Working with:

A. INDEPENDENT SALES REPRESENTATIVES and NATIONAL SALES AND MARKETING MANAGER

- Special Requests for service
 - Expediting of Quotations to meet timing needs in the field
 - Samples – Submittal samples in which expedited service is required as well as the management of sample inventories and sample process
 - Communications and Coordination issues with Customers
 - Threats of Back-charges – gathers relevant information and documentation
 - Customer Complaints
 - Other special requests related to the company from time-to-time by our Reps
- Follow-up on existing orders:
 - Scheduled
 - Not Scheduled
- Follow-up on suggestions relating to improvements in our service levels

B. ENGINEERING SUPPORT:

- Proposal Drawings requests
- Submittal Drawings requests
- Fabrication Drawings
- Participates in Drawing reviews
- Generates Internal Product Testing and provides Test Report Documentation
- Works closely with other Product Managers and the Business Unit Manager in setting priorities for scheduling CAD
- Materials Take-off's and Job Quotations
- Custom component pricing and custom project quotes

C. PURCHASING & PROCUREMENT

- Recommends solutions for unusual materials requirement planning and inventory stocking levels
- Relates unique and extra-ordinary needs of the Customer(s) where standard lead times and Purchasing practices do not provide for the special situations and materials requirements that may arise from time-to-time.

D. PLANNING / SCHEDULING DEPT.

- Ensures Sales Order accuracy, so that orders may be planned, manufactured with the highest possible degree of quality, accuracy, and cost-effectiveness, and shipped in a timely manner
- Facilitates efforts to meet the varying needs of our customers whose changing job requirements dictate an improvement in service, above and beyond that which was originally requested and committed to by the company

E. ACCOUNTING DEPT.

- Ensures that all issues relating to Customer Credit and Account Collection are handled in a timely manner
 - All documentation is reviewed for accuracy
 - All files are complete with the required information and documentation
 - Pricing is accurate
 - Credit Codes are correct where credits are due to the Customer
 - Assistance is given in the efforts to collect Past-due Accounts in an attempt keep past-due accounts receivables from becoming over-aged and reserved
 - Maintains accurate commissions on sales orders.
 - Audits Rep Commissions report to ensure that the Team is accurately addressing commissions on individual sales orders
 - Estimates Freight in coordination with the Shipping and Planning Depts.
 - Assists the Product Manager in monitoring customers on credit hold to insure issues are resolved quickly to not to prevent an order from shipping in a timely manner.

3. Policies and Procedures - Takes Personal Responsibility to Ensure that all Business Unit Department Policies and Procedures are followed
- A. Establishes audits and check points in the process that are designed to ensure compliance with existing procedures
 - B. Establishes new Procedures, creates documentation, and installs new procedures so that they become a routine part of the on-going sales order entry process
 - C. Trains other team members in the proper execution and use of both existing and newly adopted Procedures
 - D. Eliminates re-work and other non value-added work activities and tasks
 - E. Creates an efficient and effective work flow that generates complete and high quality information and instruction on all Sales Orders, in a way that communicates all project and job-site needs of the Customer
 - F. Ensures the Total Quality of Sales Order packets :
 - Timing for completion of all required information
 - Follow up on required Review activity and sales order re-work, if required, that may arise from the Order Review step
 - Timely delivery of a complete and accurate job packet to Planning / Scheduling
 - Timely final review by the Product Team and placement into the sales order distribution system

DESIRED PERSONAL CAPABILITIES, ATTRIBUTES, AND CHARACTERISTICS:

1. Strong Interpersonal Skills
 - Good Listening Skills
 - Recognizes the Needs of Others
2. Good Planning and Organizational Skills
 - Able to Structure Tasks
 - Establishes Priorities
 - Good Follow-through and Follow-up skills
3. Able to Effectively and Successfully Handle Multiple Tasks
 - Strong Internal and External Customer Orientation
 - Meets Commitments
 - Strong Problem-solving skills
 - Understands Common cause vs. Special cause influences on processes

4. Effective Adaptability in a Changing Environment
 - Able to revise and execute on plans due to the changing needs of the Customer
 - Able to effectively evaluate and select alternate methods to get the job done
 - Follows up with Team Members to Ensure Completion of Tasks and Procedures

5. Works Effectively in a Stressful Environment
 - Has a good Self-image
 - Displays Confidence and has a “can do” spirit

6. Technical Competency
 - Good Computer Skills – (e-mail, Word, Excel Spread sheets, Internet, Intranet)
 - Able to Read and Interpret basic Engineering Drawings
 - Maintain Follow-up lists and checks for completion
 - Good Technical and Business writing skills