



Job Description – Commercial & Field Support Coordinator Form

Document 2-875/24
Last Revised 07/29/2024

JOB TITLE: Commercial & Field Support Coordinator

EMPLOYER: Concorde Specialty Gases, Inc.

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Team Manager

SALARY: \$22-\$24/hour

BENEFITS: Concorde Specialty Gases currently offers a comprehensive benefits package to eligible employees and their dependents, including health and dental insurance; voluntary vision insurance; access to an Employee Assistance Program (EAP); 401(k) retirement plan with a Safe Harbor match; generous paid time off, including vacation, sick, and holiday time; Tuition Reimbursement program. The company is committed to supporting our employees' professional development, well-being, and financial security.

SUMMARY: The Commercial & Field Support Coordinator is primarily responsible for directly supporting the Customer Service and Sales teams, ensuring smooth sales processes and effective customer interactions. This role is also responsible for managing sales-related administrative tasks and maintaining efficient office operations.

DUTIES AND RESPONSIBILITIES:

Sales & Service Support:

- Directly support the Sales, Service and Customer Service departments.
- Assist with the preparation of sales-related proposals, documents, presentations and other sales-related documents.
- Process quotations and invoices as required.
- Manage customer data within the CRM system, ensuring data accuracy.
- Prepare and manage service paperwork for the traveling Service team.
- Coordinate travel arrangements and other logistics for the Sales and Service teams.
- Maintain shared the calendar of Service work and Sales team travel schedules.
- Communicate site requirements to Management team to ensure all are met before service begins.

Customer Support:

- Communicate customer's needs and expectations clearly to management.
- Maintain customer portals.
- Communicate effectively with customers and internal team members.

Administrative Tasks:

- Assist with the planning and coordination of events, on-site visitors and other special projects.
- Manage phone calls, emails and visitors, both internal and external.
- Sort and distribute incoming and outgoing mail.
- Scan, file, and archive documents, organizing them in accordance with Concorde's filing system.



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- Order, organize and stock all office supplies.

Additional Responsibilities:

- Provide backup support for the Customer Service team, including quoting and processing orders as required.
- Attend relevant training sessions to stay updated on industry trends and regulations.
- Perform other duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Associate's degree (AA) or equivalent from a two-year college or technical school.
- 3-5 years of office experience.
- Computer skills required: Microsoft Office Suite, Adobe Acrobat Pro
- Employees must have basic English proficiency when performing their work, or working as a team, in the warehouse and any other areas that contain gas, chemicals and equipment. Employees must also have basic English proficiency in reading comprehension to ensure full understanding of all safety policies, procedures and certifications for performing work in the warehouse and other areas that contain gas, chemicals and equipment.

COMPETENCIES:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports the organization's goals and values; Benefits the organization through outside activities; Supports affirmative action and respects diversity.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.



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PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to sit and talk or hear.
- Occasionally required to stand, walk and utilize hand and finger dexterity.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and/or move up to 10 pounds.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.