



## Job Description – Administrative & Sales Support Coordinator Form

Document 2-875/24  
Last Revised 11/21/2025

**JOB TITLE:** Administrative & Sales Support Coordinator

**EMPLOYER:** Concorde Specialty Gases, Inc.

**DEPARTMENT:** Customer Service

**REPORTS TO:** Customer Service Team Manager

**SUMMARY:** The Administrative & Sales Support Coordinator plays a key role in supporting daily operations across administrative, sales, and service functions. This position manages general office activities, assists with scheduling and coordination, and serves as a central point of communication for internal teams and external visitors. The role also provides essential support to sales and service teams through documentation, data maintenance, and workflow coordination, while helping ensure a positive customer experience.

### **DUTIES AND RESPONSIBILITIES:**

#### **Administrative Tasks:**

- Provide general administrative support to departmental managers.
- Assist with the planning and coordination of events, on-site visitors and other special projects.
- Serve as the primary contact for visitor greetings, phone call screening, meeting coordination, and mail/package distribution.
- Scan, file, and archive documents, organizing them in accordance with Concorde's filing system.
- Order and maintain office and production supplies; monitor inventory levels and ensure stock availability for both office and production needs.
- Coordinate calendars across departments, schedule meetings, prepare agendas, distribute materials, and record meeting minutes accurately.
- Handle travel arrangements, including booking transportation and lodging, and manage expense reporting in alignment with company policy.
- Manage facility-related administrative tasks, including service requests and communication with external vendors as required.

#### **Sales & Service Support:**

- 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 CRM system, ensuring data accuracy.
- Prepare and manage service paperwork for traveling service team.
- 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.



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### Customer Support:

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

### 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.
- 2+ years administrative experience required.
- 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 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 organization's goals and values; Benefits 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.



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- **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.

### **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.

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*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.*