



Job Description – Customer & Sales Support Coordinator

Form

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

JOB TITLE: Customer & Sales Support Coordinator

EMPLOYER: Concorde Specialty Gases, Inc.

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Team Manager

SUMMARY: The Customer & Sales Support Coordinator plays a central role in delivering exceptional customer experience while supporting the sales team's daily operations. This position blends customer service and sales support to ensure smooth processes, accurate communication, and strong customer relationships.

DUTIES AND RESPONSIBILITIES:

Customer Service Support

- Serve as a primary point of contact for customer inquiries via phone, email and website inbound requests.
- Provide timely, accurate information about products, services, and order status
- Troubleshoot customer issues and coordinate resolutions with internal teams.
- Track open cases and ensure follow-through until resolution.
- Support onboarding of new customers to ensure a smooth transition.
- Communicate effectively with customers and internal team members to ensure that needs and expectations are clearly understood.

Sales & Service Support

- Assist with preparing quotations for inbound requests (Product and Service Sales).
- Prepare materials for sales meetings, presentations and customer calls.
- Maintain customer data within the CRM system and ensure data accuracy.
- Assist with reporting on sales metrics, customer feedback and pipeline updates.
- Prepare and manage service paperwork for the field service team.
- Support sales and service teams with workflow coordination and documentation.
- Maintain the shared calendar for service work and sales team field schedules.
- Communicate site requirements to management to ensure all needs are met before service begins.

Additional Responsibilities:

- Support organizational goals by following policies, completing administrative tasks accurately, and upholding company values.
- Attend relevant training sessions to stay current 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 customer service experience required.
- Computer skills required: Microsoft Office Suite, Adobe Acrobat Pro, CRM Experience.



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- 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.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **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.
- **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.

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 posting 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 of the position.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.



CONCORDE
SPECIALTY GASES

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We are a drug-free workplace and are committed to providing a safe, healthy, and productive work environment for our employees. Employment with our company is contingent upon a successful completion of a pre-employment drug screen and background check.