



POSITION DESCRIPTION

JOB TITLE:	SALES COORDINATOR	JOB CODE:	
		PAY GRADE:	PR
DEPARTMENT:	Sales & Marketing	PAY STATUS:	Full-Time / Hourly
REPORTS TO:	Director of Sales	REGULAR/SEASONAL:	Regular
APPROVED BY:	<i>Bulah & John</i> , Human Resources Manager	DATE APPROVED:	6/08/2018

I. POSITION FUNCTION SUMMARY:

Under the direction of the Director of Sales, the Sales Coordinator provides support to the sales efforts of Navajo Pride brand products, and through strong interpersonal and organizational skills, is able to respond to all enquiries via telephone or internet, responsible for documenting sales of products, data entry into computer to record quantity, cost, delivery, billing information and associated duties.

II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:

The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this position description may be updated accordingly. This position description does not constitute a written or implied contract of employment.

General Duties & Responsibilities

- Provide world class customer service in resolving product, freight, accounting, and other issues.
- Provide logistical support for product ordering and shipments. May include troubleshooting delivery issues.
- Scanning & processing of purchase orders, delivery documents, contracts, etc.
- Must liaise between other departments and our customers to provide the service most suitable to the customer's needs, cost and time restraints.
- Assists sales representatives with accounting issues.
- Assures accuracy and timeliness of data taken for sales representatives, along with being first check of reasonableness of accuracy received.
- Prepare various spreadsheets to summarize the contract and delivery data for the sales team.
- Must be able to work closely with the Sales & Marketing team to assess the sales, product and merchandising progress of the department and with projects as assigned.
- Completes vendor requested forms (new vendor or item paperwork)
- Supports sales team efforts in upselling product line to new and existing accounts.
- Contributes to product packaging, development, content & quality control.
- Answers customers' questions about products, prices, availability, product uses, and credit terms; responds to any online or telephone queries in a calm and friendly manner.
- Tracks Flour, Potato, Organic product, and Pinto Bean inventory.

- Review accounts receivable records and credit policies to ensure compliance of current practices and procedures.
- Quote product prices and prepare sales contracts for all “Navajo Pride” products.
- Negotiate with retail merchants to improve product exposure, such as shelf positioning and advertising.
- Responsible for coordination of all marketing meetings and sales meetings.
- Assists in the coordination and oversight of Fairs and all in-store displays and promotions, including food demos.
- Facilitate and coordinate Navajo Nation donations.
- Assist with PR on the Navajo Nation and through various customers.
- Follow-up with sales representatives on all complaints and verify that the correct documentation is being recorded.
- Assist in preparing all graphic designs for all projects pertaining to the sales, marketing and distribution of the “Navajo Pride” Brand.
- Assisting and preparing all live remotes, radio, and television ads for advertising and marketing of all Navajo Pride products.
- Assist with design, creation and finalized presentations for all Navajo Pride, LLC projects.
- Identify prospective customers by using business directories following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.

Other

- Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
- Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
- Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis.
- Complies with all applicable environmental health and safety policies, procedures and work rules, giving maximum effort to performing job functions in a manner that protects the health and safety of the incumbent, co-workers, and the general public
- Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

III. POSITION AUTHORITIES AND ACCOUNTABILITIES:

General:

Position has a high level of line responsibility and moderate-level authority to make independent decisions over an assigned department or function. A person in this position regularly takes responsibility for a key operation or function due to their level of skill.

Results of Action:

Decisions will have a high degree of impact on operations or services. Errors may result in significant disruption of operations or services or damage to operational activities. Errors in accuracy, judgment, tact or communication could result in a loss of productivity, and a significant loss of credibility and potential income for the organization.

Budgetary & Financial Resources Accountability:

Position has low level of accountability for budgetary or financial decisions, and decisions will have a moderate degree impact on resource utilization within NAPI.

Equipment/Material Management & Accountability:

Position has a minimal level of responsibility for equipment, material, or supplies; proper use of equipment, material, or supplies is an example.

Confidential and Sensitive Information:

- Incumbent has a minimal level of access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has a minimal level of access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families, and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has no access to health data of employees and their families, and to health data of customers/clients/members and their families, and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

Independence of Action; Supervision Received:

The Sales Coordinator works under general supervision of the Director of Sales. Employee performs moderate level, agricultural product sales work, and performs a moderate level of analysis and problem-solving with a moderate degree of independence and discretion.

Supervision Exercised:

The Sales Coordinator is responsible for own work and has no supervisory authority or responsibility, although the Engineer may have functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Director of Sales.

IV. POSITION QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Required:

- College coursework from an accredited four-year college or university in Business, Agricultural Business, Marketing, or directly related discipline.
- Two (2) years progressive experience in agri-business, marketing, logistic, customer service, and administering sales contracts.

Preferred:

- Bachelor's degree from an accredited four-year college or university in Agricultural Business, Marketing, or directly related discipline.

Navajo Preference:

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NEPA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

Language Requirements:

Required:

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to

effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

Preferred:

Bi-lingual (English/Navajo)

Shared Responsibilities:

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.
- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

Core Competencies:

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.
- **Initiative:** Taking ownership of our work, doing what is needed without being asked, following through.
- **Efficiency and Continuous Improvement:** Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things.
- **Coachability:** Being receptive to feedback, willing to learn, embracing continuous improvement.
- **Safety:** Comply with and actively support all workplace safety policies and practices.
- **Team Player:** able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.

Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of accounting, budgeting marketing, negotiation.
- Skill in developing constructive and cooperative working relationships with others, and maintaining them over time.
- Skill in planning, organizing, directing, and coordinating.
- Skill to read, analyze, and interpret highly complex documents
- Skill in active listening as this position communicates with all levels of company employees, board of directors, customers, and local governments.
- Skill in analyzing information and use logic to address work-related issues and problems.
- Skill in self-management; to manage one's own time and the time of others.
- Ability to lead, take charge, and offer opinions and direction.
- Ability to be reliable, responsible, dependable, and fulfilling obligations, and willing to take on responsibilities and challenges.
- Ability to be honest and ethical.
- Ability to speak in public.
- Ability to establish and maintain personally challenging achievement goals and exerting effort toward mastering tasks.
- Ability to demonstrate creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- Ability to use a computer and computer programs is required.
- Ability to use search engines, data queries, and assimilate printed information.
- Ability to communicate effectively orally and in writing in English. Navajo language is helpful.
- Ability to be self-directed, developing one's own way of doing things, guiding oneself with little or no supervision.
- Ability to communicate effectively both orally and in written form information and ideas so other will understand.
- Able to be careful about detail and thorough in completing tasks.
- Ability to be persistent in the face of obstacles and being able to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- Ability to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Ability to thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.

Certification, Licenses and Registrations:

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.
- First Aid, CPR, and Defensive Driving Course.

Training Requirements:

- Must successfully complete all NAPI-required safety and other training
- Must successfully pass and maintain training certification in all state, NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.

Tools and Equipment Used:

- Standard office equipment, including desktop computer and standard MS-Office applications
- Famous Accounting Software
- Must be able to operate a company vehicle and a two-way radio.

Other:

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.
- Must read and acknowledge NAPI's Non-disclosure agreement.

V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent's employment file.

Physical Effort and Demand:

- None to insignificant physical demand is required to perform the work; an employee in this position frequently sits at a desk or workstation. Traveling over night for multiple days may be required from time to time.

Visual Acuity, Hearing, Speaking, Manual Dexterity:

- Must have visual acuity and manual dexterity to perform timely and accurate data entry;
- Must be able to make individual, small group, and large group presentations as required by position.

Mental Demand:

- Effective performance requires continual thinking and attention to work/detail demanded by the Knowledge, Skills and Abilities and essential functions of the job.
- Must be able to work non-standard work hours as required to fulfill job responsibilities.

Environment/Working Conditions:

- Little to no hazardous conditions exist in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- Above average amount of negative psychological factors; these factors must be addressed and considered in the performance of duties and have potential for a negative impact on job incumbents.

Continued on next page.

VI. EMPLOYEE ACCEPTANCE:

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

_____	I acknowledge that I have been given access to a print and/or electronic copy of the Employee Policies and Procedures Handbook , and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
_____	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
_____	I understand that neither the Board of Directors nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
_____	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
_____	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done to meet the business needs of NAPI.
_____	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
_____	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

Accepted and Acknowledged by:

_____ Employee Signature Date

_____ Print Employee's Name

Witnessed by:

_____ NAPI Representative Signature Date

_____ Print NAPI Representative's Name and Job Title