



Cypress Grove

Job Description

Revised Date: December 2018
Job Title: **Sales and Marketing Coordinator**
Classification: Hourly/Non-Exempt- TEMPORARY POSITION (10 MONTHS)
Reports To: Marketing Director
Core Hours: Monday through Friday from 8:30am to 5:00pm

Summary: *The Sales and Marketing Coordinator provides support to the Sales and Marketing teams, ensuring that internal staff have the support they need and external contacts are confident that their questions are being resolved. Handling high volume inter-departmental requests, the Sales and Marketing Coordinator will ensure proper procedure is followed and will act as a representative of Cypress Grove. This position is required to work occasional weekends and/or evenings and overtime.*

Essential Duties **The essential duties include, but are not limited to the following:**

Sales Support

70%

- Coordinate sample cheese orders, swag, and collateral placed by field sales managers.
- Provide excellent service to our customers and process phone calls from retailers and distributors.
- Schedule customer trainings and demos, working with on-site trainers and ensure delivery of all necessary collateral. Collect feedback and distribute event effectiveness and outcomes for future improvements.
- Follow up with customer needs.
- Enter and maintain retailer and distributor portal information.
- Enter and maintain accurate records for promotions.
- Complete paperwork associated with price changes, promotions, events, and sales/marketing director expense reports.
- Maintain updated lists including customer/store contact information for sales and marketing email efforts, and a sales/marketing FAQ.
- Under the direction of sales and marketing staff, coordinate the shipping and retrieval of collateral for trade and distributor shows.
- Under the direction of sales and marketing staff assist in special projects such as new product launches, and special promotions.

Marketing Support

20%

- Organization of event materials and fulfillment.
- Assist with general marketing tasks
- Support marketing projects as needed.

General Administrative Support 10%

- General office support to include back up main phones, visitor inquiries/walk ins, tours and general back up as needed
- Support special promotions and on and off site corporate events and employee functions including planning, set-up, serving, and clean-up.

Expectations

All Cypress Grove employees are required to perform their duties with the following expectations in mind:

- Work together toward common goals and values including ethics, judgement, professionalism, adaptability, and dependability.
- Perform all work in compliance with applicable quality and safety measures.
- Take responsibility for learning the skills necessary to do your job.
- Communicate any lack of understanding or confusion to address training needs.
- Communicate effectively and positively with supervisors and coworkers.
- Work efficiently at all times, and fulfill management expectations.

Work Environment

The Cypress Grove office environment is typical of a customer service/reception department. The Shipping and Production environment will be hotter or colder, wetter, and more humid than is typical in an average working environment. Proper protective gear is provided and must be worn at all times.

Physical Demands

The demands described here are representative of those typically encountered in this role.

- Remain stationary for long periods of time at a workstation desk, operating a computer keyboard, mouse, and other standard office equipment.
- Navigate to and move about inside Cypress Grove headquarters including shipping and production areas.
- Communicate over the phone and in writing through resources such as mail, email, instant message, text.
- Position self to properly complete the task at hand. This may involve turning all or parts of the body, or bending downward in order to place or reach an object at a lower level.
- Extend above the shoulder in order to place or retrieve objects.
- Ability to grasp, raise, lower and/or move objects of various sizes and weights:
 - Individually regularly manipulate objects weighing up to 20lbs
 - With assistance occasionally manipulate objects weighing from 21lbs to 30lbs

Skills/Experience

Minimum of 3 years of customer service experience.

Some higher education a plus.

Proficient in Microsoft office (Word, Excel, PowerPoint), Google Suite and data entry.

Experience working in computer databases.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities at any time, with or without notice. Reasonable accommodations may be made for individuals with disabilities.