



JOB DESCRIPTION

JOB TITLE	Bi-Lingual (Spanish) Project Coordinator	FOR HR USE ONLY			
DEPARTMENT	Inside Sales	JOB CODE		PT/FT	FT
REPORTS TO: (TITLE)	Director of Inside Sales			LEVEL	ISR 1

Company Overview:

Winsted is a worldwide leader in control room solutions. We design, manufacture and install control room consoles and technical furniture to optimize the efficiency of mission-critical applications. Winsted offers a full line of standard and custom technical furniture for a wide range of control room applications and end-user segments. Whether our customers are building a state-of-the-art control room from the ground up or simply upgrading an existing control room, Winsted provides the ideal technical furniture solution. Our experts combine the disciplines of industrial design, ergonomics and interior design to create solutions to optimize operator comfort and productivity. Winsted services customers out of facilities in the US and UK. Our commitment to customer service and product quality is second-to-none in the industry.

Position Summary: The Project Coordinator plays a key support role in the sales order fulfillment process. This position requires an attention to detail with an emphasis of delivering exceptional service to both internal and external customers. The Project Coordinator is responsible for translating project requirements into working designs that meet customer specifications and deliver accurate quotes that reflect the specified products within the appropriate budget.

Duties and Responsibilities:

- Work together with Project Advisors & Project Field Advisors by performing the administrative functions that ensure our customer's needs are being met
- Support the company's financial objectives by ensuring the delivery of specified products, timely quotations and accurate order processing
- Monitor & process inbound customer project requests via the project request intake system
- Process internal sales order requests from Project Advisors & Project Field Advisors in the order of which they are received
- Utilize proprietary WELS CAD system software to produce preliminary designs for project requests
- Configure products in accordance with project requirements/specifications
- Proactively present product recommendations and/or accessories to best suit the needs of the end user
- Produce itemized parts lists, line item pricing and comprehensive quotes based on verified pricing tier
- Perform quality assurance check points on all quotes to ensure accuracy prior to submission
- Complete stock checks and respond to lead-time inquiries
- Collaborate with Logistics department to quote/coordinate freight shipments and Onsite Assemblies (OSA's)
- Monitor scheduled shipments to ensure timely delivery
- Answer and respond to inbound calls, emails and web submissions as it relates to RFQ's, order inquires, product availability & shipment tracking
- Maintain knowledge of industry trends and product lines staying informed of new products, and utilizing opportunities to further educate self, co-workers and customers
- Provide recommendations as it relates to new product development in addition to enhancements for existing product lines based on consumer feedback
- Actively build rapport internally; cross-functionally with all internal departments and communicate openly and effectively
- Participate in the development, implantation and communication of inside sales strategies and objectives
- All other duties as assigned by management

Key Deliverables:

- 24-hour response SLA on new project requests/inquiries
- Exceed minimum quality and quotation accuracy ratings
- Help build a positive, open culture that encourages and rewards cooperation and collaboration

Essential Education, Skills and Experience:

- **Must be bilingual with fluency in Spanish and English**
- Minimum 2 years inside sales or project coordination experience
- Proficiency in Microsoft Office Suite applications
- Detail oriented with strong project management and organizational skills
- Strong problem-solving skills with the ability to innovate and analyze alternative solutions
- Strong written and verbal communication skills
- Self-motivated with a high degree of energy
- A positive engaging personality and passion for helping customers

Preferred Experience:

- Experience and/or aptitude with CRM systems
- Basic CAD Experience
- Control room or mission critical industry experience a plus
- Ability to read engineering drawings and interpret technical specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is subject to change at any time in order to meet the business needs of Winsted.