



**Job Description:** Inside Sales Coordinator

**Classification:** Hourly

**Reports to:** Commercial Manager

**Hours:** 8:00 a.m. – 5:00 p.m. or 8:30 a.m. – 5:30 p.m.

ICL is a World Class Trans-Atlantic container shipping line with an integrated logistics network offering the most reliable delivery and customer-focused solutions.

**Job Summary:** Provides direct support to Sales Manager(s) in the ongoing development of existing and prospective customers to ensure the territories are able to meet their growth targets.

**Essential Duties & Responsibilities:**

1. Answers customer rate quote solicitations by identifying volume indications and benchmarks, requesting rate quotes from the Pricing department, and negotiating rates with customer if necessary.
2. Sources new sales opportunities by cold calling and informing prospective accounts of ICL services.
3. Records customer profile details in SalesForce.com and maintains current leads and opportunities on a weekly basis.
4. Routes qualified opportunities to the appropriate sales manager for further development and closure if needed. Provides lead details to overseas sales when cargo is controlled in EU/UK.
5. Coordinates with the Pricing department and Sales Manager on specific rates for service contracts and maintains communication with customers about service contract updates.
6. Assists with TEU forecasts by monitoring planned vs. actual TEU reports.
7. Follows up on open FCL and SCS rate quotes and documents feedback in ICL's proprietary system.
8. Assists with Collections by notifying the Accounting department of new customer details for credit approval and assisting with delinquent invoices.
9. Travels and attends customer visits with Sales Managers on occasion.
10. Provides general customer service and booking support to the export customer service team.
11. Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.

**Requirements:**

1. **College degree or equivalent work experience.**
2. **Communication.** Communicates effectively and appropriately. Speaks/writes in a clear and credible manner, and actively listens to others. Speaks and writes in a clear and credible manner. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Actively listens to others. Cold calls, pursues new business, and negotiates rate quotes with customers. Presents clear customer data, reports, and any other information needed to sales manager.
3. **Computer/Software knowledge.** Ability to gain a working knowledge of systems provided by ICL in a defined time period (Compass and SalesForce). Proficient in Microsoft Office.

4. **Decision-making.** Makes informed decisions based on guidance from management and corporate culture. Must also have the foresight to seek guidance when necessary. Understands ICL's revenue guidelines and customer's needs to offer rates that satisfy both parties.
5. **Problem-solving.** Ability to identify prospect's business needs and resolve any issues concerning customers' cargo shipments and provide solutions. Follows up regarding any problematic situation.
6. **Customer service.** Must understand ICL's business to explain in detail to customers ICL's shipping services. Ability to pursue business, create rapport, and empathize with prospects and customers over the phone. Keeps prospects engaged. Proficiency in active listening and ability to ask follow-up questions.
7. **Team work.** Must be able to work as an effective team member, providing assistance and back up to one's teammates and sales manager.
8. **Positive attitude.**
9. **Ability to work well independently and in a team environment.**
10. **Authorized to work in the United States.**
11. **Ability to handle stress appropriately and interact well with others.**
12. **Must be eligible to obtain TWIC card.**

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones. While performing the duties of this job, the employee is regularly required to talk or listen. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, and operating a motor vehicle. This is largely a sedentary role. Some travel is expected for this position.

*ICL is an Equal Opportunity Employer. More company information can be found at [www.icl-ltd.com](http://www.icl-ltd.com)*