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|  **Job Title:**  | **Business Process Coordinator** |  |
| **Department:** | **Business Development** |  |  |
| **Reports To:** | **Channels Manager** | **FLSA Status:** |  |
| *Summary of Job:*  |
| This role maintains specific data within specific programs and serves to keep Program, Discount, Contact and other Customer information up to date. Additionally this role assists with defining procedures and outlining best practices for data maintenance and continuity. |
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| **Essential Job Functions:** | * Assists with all customer classifications, discount assignments and other customer data attributes across all customers within all channels
* Assists with drafting appropriate letters and communications directed at the Dealer and Distributor network.
* Assists with the management of AX/Customer Maintenance
* Assists with new Customer Setups, Changes, Edits, Deletions
* Perform ongoing data hygiene on AX & Customer Master records
* Assist with data update when there are changes to Sales Territories and/or Account Managers
* Coordinates and assists Customer Service, Contracts, Pricing and IT with data inquiries regarding customer set up and maintenance
* Work closely with Customer Service and Sales on APEX Program & Policy changes as well as updates to the Portal
* Assists with ongoing improvements and operation of the dealer management tool
* Maintain access codes on customer accounts to ensure proper discount levels for APEX program
* Upload content and process to the dealer portal
* Responds to requests that results from our dealers using the portal
* Works in conjunction with the Salesforce.com administrator to ensure that the leads process is followed from end to end
* Send out contracts and credit applications to prospective resellers, catalog, file and update lead records with completed contracts
* Assist with Delegated Administrator responsibilities on the Salesforce platform.
* Ensure releases are delivered accurately, timely and in full compliance with customer requirements
* Proactively identify process improvements and work to achieve consensus and drive implementation
* Liaise with internal departments to upload and integrate updates to business development partners
* Act as a liaison with IT management to troubleshoot and resolve issues impacting program/tool deployment and/or AX/Visual
* Facilitates Primary Marketing Area development, implementation, and tracking
* Assists the Marketing and IT departments with development and implementation of the APEX programs
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| **Supervisory & Operational Authority:** | No Direct Reports |

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| *Position Profile:* |
| **Required Experience:** | Two or more years of related experience in data management  |
| **Required Education:** | Bachelor’s degree in business or related area preferred |
| **Skills:** | * Must have strong decision making capability
* Strong creative analytical and problem solving skills required
* Ability to communicate/present in a way that is easily understood by audience
* Ability to work across functions partnering with sales, finance, and operations
* Excellent written and verbal communication skills
* Strong organizational skills and ability to manage multiple tasks on projects
* Strong Software Skills: Microsoft Office Suite, SharePoint
* Strong technical and professional writing skills
* Strong initiative and positive attitude
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| **Physical Demands:**  | Please see attached Physical Requirements. |
| **Safety Requirements** | Please see attached Safety Requirements. |
| **Work****Environment:** | The work environment characteristics 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. The noise level in the work environment is usually quiet.  |

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| *Employee & Supervisor Signatures* |
| **I am aware of the relevance and importance of my activities and how they contribute to the achievement of Safariland quality objectives, Key Performance Indicators (KPI’s).** |
| **Employee:** |  | **Date:** |  |
| **Supervisor:** |  | **Date:** |  |

To apply contact:

**Megan Taylor**

***Branch Operations Manager***

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