

Sales Coordinator

New Delhi, Delhi, India · 19 hours ago · 23 applicants

On-site

Full-time

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About the job

Job Description: Sales Coordinator

Role Overview:

We are looking for a diligent and detail-oriented **Sales Coordinator** to bridge the gap between the sales team and management. The ideal candidate will ensure that all sales-related operations, follow-ups, and reports are managed efficiently. This role requires a sharp individual with excellent communication skills, a knack for technology, and the ability to work well under pressure.

Key Responsibilities:

- Ensure all leads from various origins (WhatsApp, social media, inbound calls, etc.) are captured and updated in the CRM (Zoho).
- Assign tasks on Zoho CRM and remind the sales team about pending actions.
- Coordinate daily follow-ups with the sales team to ensure leads are contacted and followed up promptly.
- Prepare and share daily sales reports, including leads, deals, sales orders, and invoices, by 6 PM.
- Track sales team performance and escalate issues like missed leads or pending follow-ups or high-priority leads to the management.
- Collaborate with the sales team to ensure the CRM is updated with accuracy.
- Act as the point of contact between the sales team and management to address and escalate concerns.
- Draft emails, meeting notes, and documentation as required.
- Research and provide support on client queries or additional sales requirements.
- Assist in organizing data, generating reports, and ensuring operational efficiency in sales and operations processes.
- Be proactive in suggesting improvements for better team coordination and process alignment.
- Stay comfortable with technology and tools, raising concerns when duties are not fulfilled.

Experience and Key Skills:

- Bachelor's degree in any field (Commerce/Business preferred).
- 1-2 years of experience in a similar role (experience in sales operations, CRM management, or administrative roles is a plus).
- Excellent time management and multitasking skills.
- Strong English communication and interpersonal skills.
- High attention to detail and accuracy in data entry and task management.
- Familiarity with ERP systems or CRM software (e.g., Zoho CRM) is a plus.
- Ability to work with minimal supervision and escalate issues when required.
- Basic research skills and ability to learn quickly.
- Good typing speed in English.
- Proactive and self-motivated with a strong sense of ownership.