



Sales Operations & Customer Support Coordinator

Reports to: Director of Sales

Location: Remote

Employment Type: Full-time

Position Overview

We are seeking a highly organized, responsive, and detail-oriented Sales Operations & Customer Support Coordinator to support our Director of Sales and the day-to-day needs of our customers and sales organization.

This hands-on role sits between sales, customer service, and internal operations. You will manage customer requests, samples, quotations, and order updates, and coordinate internal communication so customers receive timely, accurate information.

This is not a business development or cold-calling role. The focus is on supporting existing sales activity, communicating with customers, and ensuring requests and orders move efficiently through our internal systems.

Key Responsibilities

- Work directly with the Director of Sales on daily sales support and customer service activities
- Enter and process customer sample requests, and coordinate sample shipments including tracking and delivery updates
- Prepare and issue sales quotations based on customer requests and internal pricing
- Respond to customer emails and calls regarding orders, samples, product availability, timing, and general inquiries
- Provide order status updates and proactively communicate changes or delays
- Enter customer requests, requirements, and feedback into internal sales and operations systems, and maintain accurate customer, quotation, sample, and order records
- Communicate customer needs to Sales Operations and other internal teams; coordinate information between Sales, Operations, Logistics, Quality, and other departments as needed
- Follow up internally on open customer requests to ensure timely completion and communicate resolution back to the customer
- Answer incoming emails, directing requests to the appropriate person or department
- Identify outstanding items requiring follow-up from Sales or Operations
- Assist the Director of Sales with day-to-day administrative and operational tasks

What We're Looking For

The right person is organized, dependable, responsive, and comfortable managing many small but important tasks throughout the day.

- Excellent written and verbal communication skills
- Strong organizational skills and attention to detail
- Ability to prioritize multiple customer requests and deadlines
- A customer-service mindset and professional communication style
- Comfort working with order-management, CRM, ERP, or similar business systems
- Strong computer skills, including email, Microsoft Office, and spreadsheets



- Ability to learn new systems and processes quickly
- Ability to work independently while staying closely aligned with the Director of Sales
- Good judgment in determining what can be handled independently versus what needs to be escalated
- A proactive approach to following up and closing out open items

Preferred Experience

- Sales support, sales operations, customer service, account coordination, order management, or administrative sales support
- Experience with a food, ingredient, manufacturing, distribution, or other B2B company is a plus

What Success Looks Like

Customers receive timely answers, samples and quotations are processed accurately, and order updates are communicated clearly. The Director of Sales can rely on this person to keep day-to-day customer and operational activities moving. The ideal candidate becomes an important extension of the Director of Sales — managing administrative and operational workload while ensuring customers receive a high level of service.