

Job Description- Sales Coordinator

Location- Gurugram/ Chennai/ Pune/ Bangalore

Industry Preference- EPC / Cooling Tower only

Exp required- 6+ years

Job Summary

The Technical Sales Coordinator will support the sales team in preparing technical quotations or proposals, coordinating with internal departments, and ensuring smooth execution of sales activities related to cooling towers and allied equipment.

The role requires coordination between customers, engineering, production, procurement and service teams for timely order processing and project execution.

Skills Required:-

- Proven experience in preparing and managing technical quotations, commercial offers, and project proposals.
- Hands-on experience in generating and processing Proforma Invoices (PI).
- Knowledge of preparing and coordinating Advance Bank Guarantees (ABG), Performance Bank Guarantees (PBG), and Letters of Credit (LC).
- Experience in handling Earnest Money Deposits (EMD), Bank Guarantees and related contractual documentation.
- Ability to coordinate travel arrangements, including bus, rail, and air ticket bookings for erection, commissioning, and field service personnel.
- Strong documentation, coordination, and communication skills with internal departments, customers, and financial institutions.
- Proficiency in MS Office applications and ERP Systems like Salesforce.
- Ability to manage multiple tasks and ensure timely execution of sales and project support activities.

Key Responsibilities:-

Sales Coordination

- Handle customer inquiries, RFQs, and sales-related documentation.
- Prepare quotations, techno-commercial proposals, and tender documents.
- Coordinate with sales engineers and regional managers for follow-ups.
- Maintain customer database, inquiry tracker, and order status reports.
- Support the sales team in achieving business targets.

Technical Coordination

- Understand cooling tower specifications, capacities, and technical requirements.
- Coordinate with design and engineering teams for technical inputs.
- Assist customers with basic technical clarifications and product information.
- Prepare comparison sheets, compliance statements, and technical submittals.

Order Processing & Execution

- Coordinate with production, dispatch, and procurement teams for timely deliveries.
- Track order status from inquiry to final dispatch.
- Ensure proper documentation such as PO, invoices, delivery challans, and test certificates.
- Follow up for payment status and dispatch clearances.

Customer Relationship Management

- Maintain regular communication with clients regarding project updates.
- Resolve customer concerns in coordination with internal teams.
- Support after-sales and service coordination activities.

MIS & Reporting

- Prepare weekly/monthly sales MIS reports.
- Maintain records of inquiries, quotations, conversions, and pending orders.
- Update CRM or ERP systems regularly.