



## Sales Support Coordinator

### About the Role:

We are seeking a detail-oriented and proactive Sales Support to join our team. In this role, you will provide essential administrative and operational support to the sales department, helping to ensure an exceptional experience for our customers from order to delivery.

The ideal candidate is organized, efficient, and customer-focused, with excellent communication skills and the ability to thrive in a fast-paced environment. You'll work closely with Sales, Warehouse Operations, Compliance, and other internal teams to keep processes running smoothly and ensure accurate documentation across departments.

### Key Responsibilities

- Serve as a primary point of contact for customer inquiries, providing timely updates on order status and resolving issues as needed.
- Process and track customer orders efficiently, including rush requests, to ensure accuracy and satisfaction.
- Maintain and update customer accounts, price lists, and sales agreements, coordinating with the sales team to confirm current terms.
- Partner with warehouse operations to verify and reconcile client reports and ensure timely communication with customers.
- Perform data entry and maintain organized records for compliance reporting, sales metrics, and other key documentation.
- Provide administrative and reporting support for the Sales, Compliance, and SB Claims teams.
- Monitor activity for irregularities or potential issues and promptly report findings to your supervisor.

### Qualifications

- High school diploma or equivalent required; Associate's or Bachelor's degree in Business, Marketing, or a related field preferred.
- Prior experience in administrative or high-volume office environments, preferably supporting sales or customer service teams.
- Strong organizational, analytical, and time-management skills with a keen attention to detail.
- Excellent interpersonal, verbal, and written communication skills.
- Ability to multitask, prioritize, and adapt to shifting priorities in a dynamic work environment.
- Proficiency with standard office software and data-entry systems; familiarity with CRM or ERP systems a plus.
- Understanding of basic sales principles and customer service practices.

### Compensation and Benefits

- **Pay range:** \$18-\$21 per hour (depending on experience)
- Benefits — medical (after 6 mos), dental (after 6 mos), vision (after 6 mos), paid time off, holiday pay (after 90 days)

The duties described above are not all-inclusive; additional responsibilities may be assigned as the business needs evolve.

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