



Job Description

Job Title: Strategic Account Sales/Project Coordinator
Department: Strategic QSR Accounts

Summary: In this position you will be required to support and grow Strategic QSR sales for Canada, as well as customer relationships in a very fast paced environment/market, working with local owner/operators, regional, and corporate offices, as required. Good communication skills are required, someone who is reactive and precise via the telephone, through email, and in person.

In this role, business growth with new customer groups will be a focus. Continued support and communication concerning all deliverables within H+K internally, as well as to the external customer when required.

Functional and Dimensional Responsibilities

A) DIMENSION.

Supports the overall planning, and coordination of new projects, particularly new sites within Canada. Being one of the contacts between H+K and multiple leading QSR's.

B) FUNCTIONAL RESPONSIBILITIES.

1. Customer Contact.

- Interface between H+K and the Licensee/Corporate personnel in support of the business when required.
 - Firm schedules and timelines
 - Discuss and help resolve open issues.
 - Make necessary decisions using your own initiative to satisfy Customer issues up to established limit (escalate to next step after reaching limit)
 - Communicates internally with Installation, Purchasing, Customer Service, and Accounting to coordinate successful project completion.
 - Capable of creating customer quotations/entering orders into specific computer system.
Prepares and distributes sales contracts and other correspondence with customers.
 - Develops good working relationships with all staff in the office.
 - Trains on all procedures to be able to perform all processes related to this position.
 - Develops knowledge of all equipment and equipment designs.
 - Works closely with other departments in developing the customer relationship and satisfying the daily needs of our customer and formulating future strategy.

2. Order Fulfilment Process/Internal Tasks:



- From an equipment drawing prepare an equipment quotation for a customer, gather information (equipment selection) for Customer Store Order, supporting/working with the Strategic Accounts team.
- Make necessary changes to Equipment Order(s), Freight, or Installation charges via change orders when necessary.
- Communicate progress and changes with QSR Project Manager and/or Owner/Operators
- Ensures timely release of sales orders and contracts to meet customer requirements.
- Follows up with internal team or customer to obtain signed contracts in a timely fashion.
- Manages projects through the various steps from start to completion.
- Ensures timely invoicing of contracts with the internal team.
- Fluent in Microsoft excel to prepare, generate, and distribute various sales reports etc.
- Maintain various project trackers.

3. Shipping

- Communicate shipping information and timelines to key personnel requiring this information as required.

4. Installation

- Communicate and coordinate with the installation department on sites requiring our services and ensure the information coordinated includes:
 - Jobsite requirements
 - All resource requirements
 - Aid in the arrangement of shipping necessary items to complete installation
- Communicate any installation issues to the Installation Manager
- Support Installation Departments requests and/or help resolve problems and issues.
- Follow-up on open issues to assure completion and customer satisfaction.

5. Resupply

- Technical Sales/selection consultations
- Support the growth of the resupply business on the corporate side of the business.
- Support communication with the order desk, online and catalogue sales with store management.

6. Customer Satisfaction:

- Assist Customer with Equipment Selection and questions.
- Communication with Customer to resolve open issues.
- Support the customer with any warranty issues as they arise.