



The Röchling Group has been shaping industry. Worldwide. For more than 200 years. We transform the lives of people every day with our customized plastics: they reduce the weight of cars, make medication packaging more secure and improve industrial applications. Our workforce of 11.681 people is located in the places where our customers are – in 83 locations in 25 countries.

In the Industrial division, you will support customers with exceptional know-how in the plastics segment. Our plastics are used in almost every industry worldwide. And yet: Every industry has its own requirements for materials.

Location Cleveland, OH

Inside Sales Coordinator

Where we need you

Röchling Industrial Cleveland has been a pioneer in commercial fiberglass products with its primary business including the production of semi-finished sheet, rod and profile stock for fabricated components in electrical equipment and infrastructure, and thermal insulation for common plastic, rubber and oil and gas processing. We have an exciting opportunity for an **Inside Sales Coordinator** at our South Euclid, OH plant.

The Inside Sales Coordinator is responsible for providing information on products, processing sales orders and coordinating the fulfillment with production, quality, and shipping departments.

How to convince us

- Maintain regular and reliable attendance.
- Primary contact for customers and outside sales managers for communications and service response relative to product order placement, product availability, delivery status, return material authorizations, and customer inquiries.
- Develop and maintain excellent relationships with all potential and existing customers.
- Project and account management on all customer activity as well as sales manager initiatives.
- Respond and communicate with customers in a timely and professional manner.
- Follow through on all orders; from order entry to tracking delivery.
- Assist in the development and preparation of market and customer analysis reports as required by management.

- Generate and follow-up on quotes.
- Adhere to all pricing guidelines.
- Achieve budgetary goals and sales growth on all product lines.
- Troubleshoot potential problems that affect customer orders.
- Keep up to date on market trends and new products.
- Keep work area neat and in an orderly condition.
- Any activities required to maintain ISO certification.
- Other duties as required or assigned.

What we offer

- Medical
- Dental
- Vision
- Flexible spending
- 401(k)
- Life and disability insurance
- Paid time off
- Bonus Pay
- Commission Pay