



**JOB DESCRIPTION:** Customer Engagement Coordinator  
**JOB CODE:** SAL-CEC  
**DEPARTMENT:** Sales  
**REPORTS TO:** Sales Manager  
**TYPE:** Full Time  
**DATE UPDATED:** January 17, 2018

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**JOB SUMMARY:**

The Customer Engagement Coordinator is responsible for being on the front line with keeping customers happy and informed with the services of Urner Barry. Build positive relationships by assisting customers using our services, helping clients solve problems, and identifying opportunities for upselling and new business for the sales team. As employee development is essential, responsibilities and job function may expand and evolve proportionate to the employer's needs.

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**ESSENTIAL FUNCTIONS:** (include, but not limited to)

- Ensure that relationships with customers are strong
- Manage online chat support during business hours
- Analyzed customer needs and respond accordingly and in a timely manner
- Recommend potential products and services to management

**QUALIFICATIONS:**

- Background in sales and customer service a plus
- Strong organizational and time management skills
- Customer focused approach
- Excellent verbal and written communication abilities
- Able to work effectively as an individual and part of a team
- Ability to work under pressure and attention to detail
- Proficient in Microsoft Office and CRM software
- Bachelor's Degree or Higher in Business or similar field preferred

**CHARACTER:**

- Professional disposition with ability to handle criticism and constructive feedback
- Smart, flexible, and friendly
- Excellent communicator
- Maintain sense of urgency
- Straightforward, team player

**COMPENSATION:**

- Base Salary
  - Health, Optical, Dental, Orthodontic Insurance, 401k, Profit Sharing, PTO
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**SUBMIT RESUME TO:** Human Resource Manager  
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