



## **SALES COORDINATOR**

### **ABOUT HOT BREAD KITCHEN:**

Hot Bread Kitchen creates economic opportunity through careers in food. We achieve our mission through our programs: Bakers in Training, a 6 month, paid on-the-job training program in bread-baking for low-income women from East Harlem and around the world and HBK Incubates, a culinary incubator that provides licensed commercial kitchen access and business development support for food entrepreneurs.

### **JOB DESCRIPTION**

Hot Bread Kitchen is seeking an organized, detail oriented and collaborative Sales Coordinator who will be responsible for managing the day-to-day order fulfillment process for Hot Bread Kitchen's wholesale, retail and e-commerce customers.

### **RESPONSIBILITIES INCLUDE:**

- Process daily and weekly bread orders via phone and email and prepare accurate daily reports for Production, Packing, and Delivery crews
- Process special orders and communicate special instructions to packing, production and delivery teams
- Process, pack and prepare Fed Ex and UPS shipments for ecommerce and wholesale as needed
- Coordinate packaging and delivery of sample product to prospective customers
- Create and ensure accuracy of all packing slips and invoices for wholesale orders
- Timely and thorough communication with production and Senior Director of Operations about unusual orders, large orders, or other changes to usual production and delivery
- Maintain up-to-date paper and electronic records for all open wholesale accounts including credit applications, delivery information, contact information, relevant correspondence and order history
- Compile and process intake paperwork for new wholesale accounts
- Maintain accurate records of buying and sales history for all accounts. Prepare regular sales reports for Sales Director
- Regularly update sales materials for prospective clients with up-to-date information on products, pricing, order and delivery deadlines and schedules
- Communicate with wholesale customers about new and seasonal products
- Other work may be required to support Hot Bread Kitchen's general organizational needs, including time working to support with packing, production, farmers' markets or other retail sales.

### **REQUIRED SKILLS:**

- Extremely organized and impeccable attention to detail.
- Excellent customer service skills. Ability to read, write and speak fluently in English is required
- Proficiency in all Microsoft Office applications including Excel required. Experience with Salesforce, Zbake or other recipe costing software, WordPress, HTML, Google applications, Adobe Creative Suite (including InDesign) a plus.
- Demonstrated ability to take initiative in problem solving and think on feet.
- Excellent interpersonal skills. This position requires regular communication with managers and staff in all departments.
- Demonstrated ability to effectively interact with people of diverse socioeconomic, cultural, disability, and ethnic backgrounds.

- Flexibility in working weekends and holidays
- Passion for Hot Bread Kitchen's mission and products

**COMPENSATION:**

- This is a full time position with eligibility for benefits including paid vacation and holidays, paid sick leave, health/dental/vision packages, short-term disability and retirement savings. This position is also eligible for an annual performance-based bonus.

**TO APPLY:**

Applications must include **a cover letter, resume, and salary requirements** and should be sent to: [HR@HotBreadKitchen.org](mailto:HR@HotBreadKitchen.org). Please include "Sales Coordinator - Your Name" in the subject line.

Hot Bread Kitchen is an equal opportunity employer and is committed to promoting a diverse workplace.