



## **SALES COORDINATOR**

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

Hot Bread Kitchen is a social enterprise non-profit that creates economic opportunity through careers in food by training low-income bakers from around the world, incubating small food businesses and creating jobs in urban areas. We sell a high-end line of multi-ethnic breads inspired by the women who bake them, and the breads we sell create hands-on training opportunities for the women in our Bakers in Training program. Our innovative model and unique product line have been recognized by national media and prestigious foundations, as well as by top specialty food stores which carry the product.

### **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 bread orders via phone and email, and prepare accurate daily reports for Production, Packing and Delivery teams
- Manage incoming calls and wholesale email inquiries, maintaining a high level of professionalism and customer service
- Process shipments for e-commerce and wholesale customers as needed
- Coordinate ordering, packing and delivery of sample products to prospective customers
- Create and ensure accuracy of all packing slips and invoices for wholesale purchase orders;
- Communicate thorough and time-sensitive information with the production and packing teams
- Support efforts to onboard new customers by facilitating the new wholesale account setup process - communicate with leads to efficiently compile all required new account information
- Maintain and routinely update paper and electronic (ZBake, Salesforce, MailChimp) records for all open wholesale accounts, including contact information for both the Sales and Accounts Receivables team, as well as credit applications, delivery instructions and waivers, and relevant historical interactions
- Implement seasonal product updates on Hot Bread Kitchen's e-commerce page
- 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:**

- Strong organization skills with exceptional attention to detail
- Strong customer service and interpersonal skills; able to communicate appropriately across departments and with a wide range of constituents
- A strong work ethic and desire to work as part of a team; comfortable in a fast-paced environment with the nimbleness and 'all-hands-on-deck' mentality of a startup
- Able to read, write, and speak fluently in English
- Demonstrated ability to proactively problem-solve and think on your feet; comfortable asking questions and communicating regularly with staff across departments
- Demonstrated ability to interact with people of diverse socioeconomic, cultural, ability, and ethnic backgrounds
- Proficiency in all Microsoft Office applications required; experience with Salesforce, ZBake or other recipe costing software, MailChimp, Adobe Creative Suite (including InDesign), Google applications, WordPress, HTML a plus
- Flexible to work 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.

### **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.