



# Sales & Logistics Coordinator

We are looking for a Sales coordinator who has experience with Sales and Operations Planning and customer service.

As our Sales and Logistics coordinator you will play an important role in our everyday communication to customers and sales managers worldwide in the sound industry. You will be helping customers by delivering plans and be responsible for the daily operation with warehouse facilities in Bangkok as well as be in charge of order, invoice handling and set-up new customers in our ERP system (NAV 2016).

You will be responsible for your own customers primarily located in Europe, but also in US and Asia, including but not limited to preparation of budget and forecast, working together with Factoring company regarding payments from customers and participate in exhibitions and sales meetings with existing and potential customers.

We need you to make sure our Master data in our ERP system are maintained, and here you can make an impact by optimizing and support further development of the system by direct contact to our supplier Columbus.

In our company we want our customers to have the best service and the best background for a decision before buying, so send out quite a few samples, which requires an orderly sample facility in Denmark. Customers as well as colleagues will be dependent on this, so it will be your assignment to make sure the facility will run smoothly and also be in stock with the items needed.

## The Role

- Responsible for Sales coordination and the customer directed part of the S&OP process
- Confirming orders from customers
- In-voicing and follow-up on payments
- Responding to customer requests and find answers in the organization
- Coordinate RMA shipments
- Coordinate Sales forecast in the S&OP process
- Being in close contact to salespersons in USA and Asia
- Close interaction and cooperation with team members
- Packaging and shipment of spare parts and evaluation samples
- Task overlap with the supply and logistics part of the S&OP process
- Take over tasks in the team in periods of vacation
- Enter and maintain customer and pricing data in ERP system
- Hands-on work



### The person

- Good interpersonal skills, a high level of support, and a big smile.
- Cooperative mindset and enjoy being part of a dynamic project team
- A customer-first mindset
- Understanding of customers from different cultural backgrounds
- Ability to multitask and keep many balls in the air
- Keep overview and make sure to follow-up on things
- Energetic personality
- Being passionate about what you do

### Qualifications

- A relevant education
- Experience with Sales & Operations Planning (S&OP)
- Experience with Customer interaction
- Experience with supply planning and logistics is an advantage
- Experience with shipping terms is an advantage
- Proficient in ERP systems (we use NAV 2016) and Excel sheets
- Fluency in verbal and written English language is required

### Sound made powerful

ICEpower develops and delivers superior sound solutions for professional audio industries and end users all over the world. We conduct our business with some of the world's most prestigious brands within the audio and computer industry. We do so to elevate user experience and audio quality through solutions for consumer, professional, home automation, automotive, and mobile audio applications.

At ICEpower in Søborg, Denmark, you will join 60 dedicated colleagues. Mostly engineers.

### Additional information and application

Apply for this position by sending your CV and application in English to: [job@icepower.dk](mailto:job@icepower.dk)

Mark the email subject field: Application - Sales and logistics coordinator

As we are looking to fill this position as soon as possible, we will be reviewing applications on an on-going basis.