



## Customer Success Coordinator

Department: Sales  
Reports to: Head of Sales  
Location: Union City, CA or Port Orchard, WA  
Experience: 2 to 5 years  
Job Type: Full Time (non-exempt)  
Education: Min. High school diploma  
Travel: Less than 10%

### About Us

Tournesol Siteworks is a national manufacturer of landscape products for green buildings based in the San Francisco Bay Area. We're a growing company, with manufacturing facilities in California, Washington and Texas, working on environmentally-conscious commercial construction projects across the U.S and Canada. We're a tight-knit group looking for a real team player.

### About the Team

The Sales Team is currently seeking a Customer Success Coordinator to work at one of our manufacturing locations. The Sales Team consists of Specification Advisors, Project Advisors, Estimators and Customer Success Coordinators working together to estimate, coordinate, and process large and complex projects.

### About the Role

As a Customer Success Coordinator, you'll support the sales team and customers in a designated territory. You'll provide coordination between clients, production, accounting, and sales teams through the timely exchange of information and resolution of requests, via telephone, email, CRM programs, and mail. You'll work directly with clients, including landscape architects and designers, general contractors, and our national distributor network. You'll be based in one of our manufacturing locations (Union City, CA or Port Orchard, WA) and you'll be required to travel occasionally to our other facilities. You'll have a direct hand in accomplishing our #1 goal – a successful project in every way.

### Essential Duties and Responsibilities

#### *Customer Support*

- Order Entry
- Order Confirmation (colors, textures, samples)
- Approval Verification
- Leadtime Coordination with Production Group
- Order Status updates
- Coordinates payment and enforces agreed payment terms
- Delivery & Tracking
- Coordination of unusual freight arrangements, follow up
- Delivery Notifications
- Responding to basic inquiries
- Pricing
- Availability / Inventory
- Color & Texture options
- Product returns and exchanges
- Log information from client contacts in Salesforce CRM

Tournesol Siteworks provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, or veteran status. In addition to federal law requirements, Tournesol Siteworks complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.



**Necessary Skills**

- Excellent communication skills, both oral and written
- Ability to multi-task, prioritize and manage time effectively
- Excellent interpersonal skills to create positive interactions with customers and team members
- Ability to think quick, research and troubleshoot to provide resolutions to customers
- Experience managing heavy call and email volume daily
- Experience with Salesforce CRM preferred
- Ability to remain calm and in control, even when under pressure
- Regular attendance is critical

**Benefits**

- Competitive salary
- Paid time off
- Paid holidays
- Medical, dental, vision, disability and life insurance
- 401k with employer match

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, unless accommodation would cause undue hardship to the business. While performing the duties of this job, the employee is regularly required to:

	Physical Demands																	
	Lift/Carry				Push/Pull				Bend									
Frequency	< 10 lbs	11-20 lbs	26-40 lbs	41-100 lbs	< 12 lbs	13-25 lbs	26-40 lbs	41-100 lbs	Squat/kneel	Sit	Walk	Stand	Climb	Crawl	Reach above shoulder	Handling / Fingering	Twist/Turn	Keyboard
Occasionally	X														x	X	X	
Frequently											X	X						
Constantly										x								x

Occasionally – Activity or condition exists 1/3 of the time

Frequently – Activity or condition exists from 1/3 to 2/3 of the time

Constantly – Activity or condition exists 2/3 or more of the time

“Frequently” or “Constantly” are ESSENTIAL elements, or demands occurring in the job since they exist, in general, more than half of the time.

Physical demands which are designated “Occasional” may be considered essential depending on other conditions.

**To Apply**

Submit your resume and salary requirements to [jobs@tournesol.com](mailto:jobs@tournesol.com)

Please do not submit more than once. We’ll do our best to respond within 3-5 business days to candidates being considered for the position. After a preliminary phone interview, you may be scheduled for an in-person interview. For more information visit

[www.tournesol.com](http://www.tournesol.com) or follow us on Instagram and Facebook.

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