



## Houweling's – Job Description:

**Position Title:** Sales & Inventory Planning Coordinator      **Department:** Inventory Planning

**Location:** Camarillo, CA      **Reports To:** Director, Inventory Planning

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Houweling's Group, is a family owned, world-renowned greenhouse vegetable grower with farms in Camarillo, CA, Delta, BC and Mona, UT. As a leader and innovator in the state of the art, sustainable greenhouse farming industry, the company continues to focus on year-round, locally grown produce, as consumers continue to prove a desire and willingness to purchase local. In addition to greenhouse tomato and cucumber growing, the company operates a state of the art seedling propagation division and full service logistics department, offering vertical integration from seed through to delivery at our customers.

**Purpose/Objective:** The Sales & Inventory Planning (SIP) Coordinator is responsible to support the Account Managers, the Director, Inventory Planning and VP of Sales. This position will develop and maintain successful and mutually beneficial relationships with Houweling's customers, sales and inventory planning team and operations. The SIP Coordinator will provide world-class customer service support to their partners and act as an extension of those partners when dealing with the day-to-day account, inventory management, order processing and fulfillment procedures. The SIP Coordinator is responsible for understanding our specific customer base, in addition to customer trends, to ensure fulfillment.

### Key Job Duties:

#### General

- Focus on the right product, in the right place, at the right time to ensure customer satisfaction.
- Problem-solve to find creative solutions to customer inquiries
- Promptly communicate and escalate customer issues/concerns to applicable functional group to facilitate resolution and establish a win/win situation.
- Gain & maintain a thorough knowledge of Houweling's products, packaging and services.
- Laisse with QC staff, assist when needed and communicate issues to the Inventory Planning and Sales Departments.
- Support the evaluation of existing business processes for improvements.



## Sales

- Communicate supply status and incidents in order to have up-to-date data on availability.
- Enter customer estimations in AX; maintain and convert to a sales order once customer has confirmed their order.
- Ensure order accuracy, timely delivery, and partnership with internal stakeholders to facilitate the strategic development of improvement processes.
- Assist Account Managers in documenting and executing the annual business plans, including coordination of materials for sales campaigns and co-marketing activities.
- Manage all internal aspects of customer accounts and coordinate with customers, sales, and procurement.

## Inventory Planning

- Analyze current inventory, grower forecasts, incoming production, procured product and sales forecast committed in terms of crop type, quantity and quality, in accordance with the company and customer product specifications to determine supply needs and avoid shortages.
- Update Special Request spreadsheet for Operations and Sales until it can be fully automated.
- Attend Production & Inventory Planning Meeting to provide an update on inventory position and Sales orders.
- Follow allocation methodology of product for sales and inventory teams set out by the Account Managers and Director.
- Provide daily product availability in inventory to support and cover sales commitments ensuring quality and timeliness.
- Ensure effective procurement activities to meet the requirements and needs of all company internal customers.
- Coordinate off grades and aged inventory activities.

## Skills/Knowledge:

- Demonstrate strong analytical, organization, planning, and decision making skills and an ability to respond to changing circumstances.
- Ability to successfully multi-task in a fast-paced environment.
- Must be self-directed and detail-oriented with an inquisitive nature and the desire to solve problems.
- Demonstrate a strong work ethic with a positive "can-do" attitude and one who takes pride in the quality of their work.
- Exhibit Customer Service skills required in order to create, maintain and enhance customer relationships.
- Flexible and open minded to a constant changing environment.
- High level of initiative; able to work well in a team environment with a strong sense of ownership and accountability.



- Eager to learn and grow; able to plan and carry out responsibilities with minimal direction.
- Excellent written and oral communication skills; professional phone skills.
- Demonstrate project management skills.
- Proficient in MS Office: Powerpoint, Excel and Word. Comfortable with internet applications.
- Motivated, goal oriented, persistent and a skilled negotiator.
- Handles stressful situations and deadline pressures well.
- Inbound call experience a plus, strong follow-up skills, attention to detail, and time management.
- Bilingual, Spanish/English, a plus, but not mandatory.

**Working Environment:** General Office environment.

**Core Competencies:**

1. Operational Execution
2. Relationships & Networking
3. Strong Business Acumen
4. Negotiation & Conflict Management
5. Problem solving skills. Numeric/Analytic power
6. Communication skills; written & verbal
7. Open minded & facilitation skills
8. Organization and planning capabilities
9. Energy, leadership and achievement
10. Effective Team Player