



Sales Support & Front Desk Coordinator

Daikin is committed to good corporate citizenship, providing new employment opportunities at our various sites. The company also makes every effort to contribute materially to the well-being of all aspects of the communities in which we work and live.

Summary / Objective:

The Sales Support & Front Desk Coordinator serves as the primary front desk contact for employees, visitors, customers, vendors, and contractors while providing administrative support to the Commercial, Facilities, Safety, and Administration teams. The position also coordinates day-to-day reception and site activities, including telephone and mail administration, office and kitchen supplies. The role also supports visitor management, office coordination, customer meeting preparation, sales administration, facilities follow-up, and routine business reporting.

The role is intended as an entry-level business administration position for a candidate with strong Microsoft Office capability, a customer-service mindset, and interest in using approved AI productivity tools such as Microsoft 365 Copilot, ChatGPT, Claude, or similar applications to improve administrative efficiency.

Qualifications:

- High School Diploma or equivalent required; Associate degree or coursework in Business Administration, Marketing, Communications, Information Technology, or a related field preferred.
- Prior experience in office administration, reception, customer service, retail, hospitality, sales support, or school/community-based administrative work preferred.
- Working knowledge of Microsoft Office applications, including Outlook, Word, Excel, PowerPoint, and Teams.
- Experience with Microsoft 365 Copilot, ChatGPT, Claude, or other approved AI-enabled productivity tools is an asset.
- Experience with SAP/S4HANA to create Purchase Orders.
- Strong verbal and written communication skills.
- Ability to handle confidential information and interact professionally with employees, executives, customers, vendors, and visitors.
- Strong organizational skills and ability to manage multiple priorities in a front-facing office environment.
- Must be in current position minimum of 6 months.

Knowledge, Skills, and Abilities:

- Ability to work across Japanese-American cultural lines.
- Excellent interpersonal skills and professional telephone and visitor etiquette.
- Ability to work independently while supporting multiple departments and priorities.
- Strong administrative skills, including scheduling, filing, data entry, document preparation, and follow-up tracking.
- Ability to use a PC with corresponding software packages as tools for the job, including Microsoft Outlook, Word, Excel, PowerPoint, Teams, and SharePoint.
- Ability to prepare basic reports, spreadsheets, presentation materials, contact lists, meeting materials, and customer-facing documents under guidance from the Commercial team.
- Ability to use approved AI productivity tools responsibly to assist with drafting, summarizing, formatting, organizing information, and improving routine administrative workflows.

- Good communication skills, combined with good organizational and project management skills.
- Customer-service mindset with the ability to follow up on employee, customer, vendor, and visitor requests.
- Fast learner with curiosity about technology, continuous improvement, and business process support.
- Strong problem-solving skills and attention to detail.

Physical Demands:

- The position requires regular office work, front desk coverage, computer use, and occasional movement within the office to support visitors, meetings, mail, supplies, and facility coordination.
- Capable of lifting 20 lbs.
- Ability to bend over, kneel, squat, stoop, and twist.
- Ability to work an 8-hour day shift and overtime as needed.

Essential Functions:

Front Desk & Visitor Administration

- Prompt, regular, and dependable attendance is an essential function of this job.
- Greet visitors, customers, vendors, and contractors in a professional manner and maintain a positive first impression of Daikin America, Inc.
- Manage visitor sign-in procedures, visitor logs, badge coordination, lobby protocol, evacuation list, supply closet inventory, kitchen area stocked, and reception area appearance.
- Answer and route incoming calls and provide appropriate front desk communication support.
- Coordinate conference room readiness, visitor arrival logistics, customer meeting support, and executive visit preparation, including coordinating lunches for in-house business meetings.
- Support front desk emergency communication responsibilities consistent with applicable site procedures.

Sales Support

- Support the Sales Planning and Commercial teams in the compilation, validation, and distribution of monthly, quarterly, and annual sales performance reports.
- Assist with preparation of sales forecasts, sales plans, budgeting inputs, demand planning information, and business performance metrics.
- Maintain sales data, customer information, pricing records, volume reports, and other commercial databases utilized by the Commercial organization.
- Support CRM system administration, including data entry, customer account maintenance, report generation, data validation, and user support.
- Prepare recurring sales analyses and presentation materials for Monthly Business Reviews (MBRs), Quarterly Business Reviews (QBRs), Manager Meetings, Sales Team Meetings, and other management reviews.
- Assist with collection, consolidation, and formatting of sales data from multiple internal systems including CRM, ERP, and reporting platforms.
- Generate standard reports, dashboards, charts, and PowerPoint materials to support business planning and executive decision-making.
- Track commercial action items and assist with follow-up communications and documentation resulting from management and sales meetings.
- Support special projects involving sales analytics, market analysis, business intelligence, and process improvement initiatives.
- Utilize approved AI productivity tools and Microsoft 365 applications to improve reporting efficiency, organize information, and support routine commercial administration activities

Facilities & Office Administration

- Coordinate office maintenance requests, vendor visits, facility follow-ups, and general administrative support for the office environment.
- Monitor and order office & kitchen supplies and process related invoices for payment. Coordinate FedEx/UPS shipping requests, U.S. mail, and general office support activities, such as:
 - Maintain the postage machine for ad hoc and bulk mailings.
 - Coordinate the ordering of business cards for Orangeburg personnel
- Support building access administration, badge coordination, conference room scheduling, and room readiness.
- Assist with employee meetings, office events, customer visits, training sessions, and internal communication logistics.
- Serve as a liaison between employees and facility service providers for routine office needs.
- Create and process purchase orders using SAP/S4HANA and submit invoices for payment.

AI & Productivity Support

- Assist employees with basic use of approved AI productivity tools, including Microsoft 365 Copilot, ChatGPT, Claude, or similar tools, consistent with company policies and confidentiality requirements.
- Help prepare templates, prompts, presentation drafts, spreadsheet summaries, meeting summaries, and routine administrative materials using approved productivity tools.
- Identify opportunities to simplify repetitive administrative tasks and improve workflow efficiency.
- Maintain a small library of approved administrative templates, prompt examples, and best practices for routine office and sales support tasks.
- Stay informed on basic Microsoft 365 and AI productivity features relevant to administrative, sales support, and office coordination work.
- Additional assignments as deemed necessary by management.

Position: Non-Exempt – Resume Required for Qualified Candidates

This posting will expire internally on October 11, 2026.

Daikin America, Inc., the world's foremost developer and manufacturer of fluorochemical products, has exceptional opportunities for dynamic, collaborative individuals who share our values and beliefs in Safety, Environment, and Quality. Daikin America's excellent compensation and benefit structure provides health and medical insurance (including dental and vision), paid vacation and holidays, retirement plan, and bonus eligibility.

Daikin America, Inc. is an equal opportunity employer.

Job Type: Full-time