

Smith System®

Streamlining Dealer Support

To streamline processes and honor our commitments to our dealer partners, Smith System is reorganizing our support team. Quote requests will be submitted via quotes@smithsystem.com for processing through our Quote Coordinators.

Here are the roles and responsibilities of our support team. We look forward to connecting.



Client Success Team

Account Coordinator

Responsibilities include:

- Order changes and updates
- Order status and tracking
- Shipment logistics
- Warranty processing
- Issue resolution
- Day-to-day customer service and support
- Cross-functional liaison, rallying internal resources to support our dealer partners

Order Entry Team

Responsibilities include:

- Order entry
- Order verification



Quote Coordinator

Responsibilities include:

- Fulfilling quote requests from dealer partners
- Quote requests sent to quotes@smithsystem.com for our quoting team to process and return within 24-48 hours
- Project / volume
- Bids
- Contracts
- Pilots



Regional Sales Manager

Responsibilities include:

- Strategy planning
- Project registrations
- Sales / design training
- Product / solution requests
- Rendering services
- Sample requests
- Pilot requests
- Lead time requests
- Custom product requests
- Bid & spec reviews
- Marketing request initiation



Inside Sales Coordinator

Responsibilities include:

- Qualifying web leads, and sending leads to dealer partners
- Research and planning support
- Cross-functional liaison to facilitate activities initiated through Regional Sales Managers, such as:
 - Lead time requests
 - Custom product requests
 - Bid & spec reviews
 - Pilot and sample requests
 - Rendering & design requests
 - Marketing requests