



Production and Customer Support Specialist

Summary/Objective

EDM International provides a wide range of consulting services to the electric utility industry. Some of these services have yielded innovative products and technologies that help utilities improve the reliability and efficiency of their transmission and distribution networks. Due to the growing demand for these products, EDM is now seeking a Production and Customer Support Specialist who can fulfill all aspects of producing, preparing, shipping, and repairing these products. This Specialist should have an interest in customer service, as the position will entail helping customers solve product and application issues commonly encountered.

Essential Duties and Responsibilities:

- Production
 - Assemble electronic and mechanical components such as PC boards, cables, mounting brackets, etc., into a finished product.
 - Inspect work and product at various stages of assembly process.
 - Program components using simple PC software.
 - Test finished products, ensuring that product quality adheres to approved specifications.
 - Prepare and pack finished products for shipping.
 - Accurately document production, repair, test and shipping activities on paper log sheets, computer spreadsheets and databases.
- Customer Service
 - Receive and answer technical inquiries from customers, potential customers, and EDM's sales representatives.
 - Initiate product returns with customers and record returns in product database.
 - Receive, repair, and return devices sent in for repair.
 - Collect potential design remedies and improvements and provide to the product team.
 - Provide input on and assist as necessary with product changes and upgrades.
 - Provide timely notice of sales leads to sales department.
- Inventory Management
 - Request quotes from vendors and issue purchase orders to vendors.
 - Receive inventory items into the accounting database and place items on shelf.
 - Periodically check delivery dates for longer lead-time purchases.
 - Coordinate shipping logistics with vendors.
 - Periodically review inventory levels and initiate purchase orders based on minimum stock quantities and other business requirements.
 - Assist with physical counts and reconciliation of inventory.

Skills and Qualifications:

- Ability to follow detailed written and verbal instructions.
- Ability to troubleshoot and solve technical product issues using sound judgment.
- Enthusiastic willingness to learn new concepts, technologies, business trends, etc.
- Good technical and non-technical verbal and written communication and interpersonal skills.



- Must be able to keep accurate records and perform mathematical calculations.
- Ability to diligently monitor ongoing issues and initiate contact with customers as required.
- Ability to exercise strong follow-up on commitments and schedules.
- Must know when to seek help.
- Must be competent in basic computer skills (word processing, spreadsheet, data base).
- Punctual arrival for work duties

Education/Experience:

- High school diploma or equivalent required, associate degree preferable
- Two years' experience preferred in any of the following:
 - Customer interaction role, such as retail or service industry.
 - Product support, development, manufacturing or related technical environment
 - Electric utility industry
- Working knowledge (preferred) of:
 - Inventory management programs/apps
 - Cable assembly techniques – soldering, crimping, and labeling
 - Basic metalworking – drilling, tapping, cutting, bending, and milling

Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.
- Rarely occurring domestic travel may be required, mainly for training purposes.

Position Type/Expected Hours of Work:

- This is a full-time permanent non-exempt/hourly plus discretionary conditional bonus position.

Salary Range (Hourly): \$16 - \$28

Company Overview:

EDM has become a leader in the electric utility, energy, construction, and communication industries by merging excellence in engineering and science with a genuine concern for our clients' needs. Headquartered in Fort Collins, CO, with offices in Billings, MT, San Diego, CA and Phoenix, AZ, the success of our consulting, research and development services is attributed to our team of dedicated employees. We are a family-oriented, employee-owned company and offer exciting opportunities with an excellent compensation and benefits package including, but not limited to:

- | | |
|--|--------------------------------------|
| • Health Insurance | • Vision, Dental, and Life Insurance |
| • STD / LTD | • 401(k) Company Matching |
| • Paid Leave (Holiday, Vacation, Sick, etc.) | • Wellness Program |
| • Opportunities for advancement | • Tuition Reimbursement |

To Apply: Please send resume and cover letter to jobs@edmlink.com

EEO Statement

EDM is an Equal Opportunity Employer.