



Product Support Coordinator

Summary/Objective

Our Fort Collins Office is seeking an Product Support Coordinator who will be responsible for supporting the Product Sales Coordinator with all facets of inside sales support including product representatives and customer requests for quotes, order processing, shipping, invoicing, and collections. If you are self-motivated and would like to grow your career in a dynamic environment, consider joining the EDM family.

Essential Duties and Responsibilities:

- Receive calls and emails and provide support to product representatives and clients.
- Create and send product quotations to product reps and clients as requested.
- Receive product orders and send sales order acknowledgments to clients and reps as needed.
- Process orders to the Production department for fulfillment.
- Invoice clients at shipment and submit and track product rep commissions.
- Manage product cellular accounts in the database, and track payments for collection updating.
- Assist with product returns (RMAs) and work tickets for support repairs and invoices as needed.
- Provide backup to administrative staff for packing slips, shipping, and tracking functions.
- Update and maintain product representative roster.
- Assist with quoting and invoicing for various inter-department products and services as needed.

Qualifications/Education/Experience:

- Minimum high school diploma or equivalent
- 5+ years' experience working in a product sales, distribution, and customer service environment.
- Knowledge of basic sales administration and distribution channel logistics for a product manufacturer
- Experience related to the electric utility industry a plus.

Competencies:

- Proficient with Outlook, Excel, Word, and Teams applications, and also QuickBooks accounting programs.
- Excellent verbal and written communication skills
- Solid organizational abilities with an aptitude for detail and accuracy
- Must possess a positive attitude and customer-oriented mindset.
- Ability to analyze problems and formulate solutions in a fast-paced environment.
- Capable of learning and understanding technical aspects of product functions in relation to the industry
- Ability to manage multiple tasks and deadlines and prioritize workload.
- Must have a team spirit and work well with others both inside and outside of the organization.



Special Requirements - Pre-employment checks will require satisfactory results of the following screens:

- Background Check
- Motor Vehicle Driving Record
- Drug Test (including controlled substances)
- Education and Employment Confirmation
- Reference Checks

Supervisory Responsibility: None

Work Environment / Physical Demands:

- This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. The noise level in the work environment is usually quiet.
- The employee is regularly required to sit, talk, and hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds

Position Type/Expected Hours of Work:

- This is a full-time hourly position

Other Duties:

The above job description is not intended to be an all-inclusive list of responsibilities and performance standards of the position. Incumbents will perform other job-related duties as assigned.

Salary Range: \$49,000 - \$57,000 annually dependent on skills and experience, plus conditional discretionary bonus.

Benefits Include:

- Health Insurance (Medical, Vision, and Dental)
- STD / LTD/Life Insurance
- 401(k)
- Paid Leave (Holiday, Vacation, Sick, etc.)
- Wellness Program
- Opportunities for advancement

About EDM

An employee-owned corporation, we're a fun, smart, and talented group of people who genuinely enjoy our work and make a difference! Whether it's engineering, asset management, geospatial, wildfire mitigation, or environmental solutions, we support our utility clients in positive and innovative ways, to contribute to society and sustainably manage and protect the natural environment.

EEO Statement

EDM is an Equal Opportunity Employer.

To Apply: Upload resume and cover letter on Indeed OR to apply by email see instructions on EDM website at: <https://edmlink.com/careers> Please send a cover letter and a resume to jobs@edmlink.com