

SOLUTIONS COORDINATOR

COMPANY HISTORY

Power/mation is a nationally recognized distributor specializing in advanced automation hardware and software products. We help our customers improve their manufacturing processes by assisting them in the application of unique automation solutions in the following technology areas: motion control, logic control, software, sensors, vision, safety, power transmission, panel components and services. Power/mation began in 1961 and has grown to locations within Minnesota, Wisconsin, Illinois, Iowa, Nebraska and the Dakotas. For more information, please visit our web site at www.powermation.com.

DUTIES

This individual will work with Solutions Engineers and sales staff to provide customer service, pricing and order entry support for Solutions projects, interpret and analyzes inquiries for projects, and resolve **problems regarding Solutions' orders to ensure** project needs are met. The candidate would be familiar with company products, product applications, pricing procedures, and sales policies. Projects include:

1. Turn-key solutions
2. Assemblies and modifications of components
3. Control panel assembly
4. Programming
5. Start up assistance

Responsibilities:

- A. **Following established procedures in accordance to Solutions' work instructions to enter and coordinate Solutions' project orders, quote prices, requesting SPA's, terms of sales, verify component availability, expediting orders, ensuring component delivery dates to integration partners and customers. Serves as backup for Solutions jobs for other regions when necessary.**
- B. Following up with company and factory personnel to ensure timely course of customer orders, returns, repairs, and credits. Keeping Solutions staff, customers and Power/mation Inside Sales staff informed of project status. Coordinates part shipments to integration partners for assigned projects.
- C. Assessing customer usages of VMI and KANBAN systems.
- D. Assessing stock levels for consumables in the Solutions department and making recommendations to Purchasing department to maintain adequate levels.
- E. Interfacing with designated integration partners to:
 1. Develop working relationship
 2. Attend meetings to ensure desired progress with projects
 3. Ensures product availability to integration partners.Travel to meet with local integrator partners may be required.
- F. Growing sales at profitable margins per corporate and regional guidelines. Actively works to improve or maintain acceptable profit margins.

- G. Actively pursues deeper knowledge of current Power/mation products. Reviews new literature, attends product trainings conducted at Power/mation; and with manager approval, attends offsite trainings.
- H. Maintains positive vendor relations including the resolution of problems. Keeps management informed of important issues.
- I. Ensures that all Solutions orders are invoiced in a timely matter on completion of the project and all parts, services and costs are entered properly and notify assigned responsible engineer of margin status.
- J. Types, files, processes mail, purchases supplies, schedules maintenance and repair of equipment, and other clerical duties as required.

Qualifications:

- 1. Two year technical degree preferred. Two years customer service experience and 18 months of technical customer service/sales experience related to company product lines.
- 2. Strong knowledge of Power/mation SXe (GUI) system and Microsoft Excel. General knowledge of industrial automation products including mechanical, electrical and PLC systems.
- 3. Excellent written and verbal communication skills. Ability to effectively present/communicate technical information in face to face meetings and via telephone. Good interpersonal communication skills to promote positive relationships with vendors, customers and Power/mation staff.
- 4. Organizational skills and time management in order to ensure projects are covered in an efficient manner as well as the ability to handle multiple tasks simultaneously with frequent changing priorities on a regular basis.
- 5. Maintains an efficient and productive organizational system to generate high level of accuracy and quantity of project orders.
- 6. Ability to work independently in order to effectively focus efforts to achieve maximum productivity and results.
- 7. Follows company policies and procedures; ability to process project orders accurately; works proactively with internal departments to minimize problems with customer and project orders
- 8. Ability to travel to offsite business/customer locations if required.

Qualified individuals may send their cover letter and resume to: mary.ringhofer@powermation.com



Providing innovative automation solutions with exceptional customer service.