

COMPANY: Zonatherm Products Inc.
POSITION TITLE: Thermal/Power Order Coordinator
LABOR CATEGORY: Exempt
REPORTS TO: Sales Operations Supervisor
APPROVED BY: Chief Operating Officer
DATE: 03/14/2024

JOB SUMMARY

The Thermal/Power Order Coordinator contributes to the overall sales for Zonatherm. They are responsible for assisting the outside sales representatives with equipment order entry, post sales actions, shipping issues, and invoicing disputes that require timely resolution.

ESSENTIAL RESPONSIBILITIES

- Processes and reviews customer orders including large accounts and acknowledgements for accuracy.
- Tracks orders for shipments and coordinates with outside sales representatives and customer traffic requiring special handling. Assists with expediting procedures on late shipments, as needed.
- Monitors order status for accounts on credit/contract hold and assists customers with credit/accounting questions.
- Coordinates the purchase of buy-out equipment as part of the ordering process for various projects.
- Aids in managing mis-ships or damaged shipments.
- Assists with start-up/commissioning coordination.
- Redirects calls to appropriate departments such as technical support, service, or other sales departments.
- Coordinates invoice resolution efforts with accounts receivable/collections and outside sales representatives to minimize delay in unsettled imbursements.
- Assist with commission related data entry.
- Works with the sales team to develop customer database within defined market segments.
- Assists the sales team, as needed.

SECONDARY RESPONSIBILITIES

- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures, or any official Company documents.
- Other duties as assigned.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Requires high school diploma or equivalent (GED) and 2 or more years of experience in a related field, or an equivalent combination of education and experience.
- **Communication Skills:** Excellent phone etiquette and verbal communication skills: Ability to listen effectively to understand the needs of internal and external customers. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge. Ability to write effectively for electronic communication with customers, coworkers, and vendors. Ability to read and interpret documents such as customer specifications, warranties, and company standards.
- **Computer Skills:** Strong proficiency in MS Office Suite (Word, Excel, Outlook) and the ability to operate in NetSuite.
- **Supervisory Responsibilities:** This position has no supervisory responsibilities.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- **Driving Responsibilities:** This position requires occasional travel during regular business hours with a valid driver's license and proof of automobile insurance.
- **Work Environment:** This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.
- **Position Type and Expected Hours of Work:** This is a full-time position, and typical work hours and days are Monday through Friday, 8:00 A.M. to 5:00 P.M. with one (1) hour unpaid lunch. The role is a hybrid role with 2 days required in office and 3 days working remotely, the employee will be required to attend onsite company events outside of their typical Hybrid Schedule as appropriate. During initial onboarding the employee may be required to work onsite until they are able to work independently. Occasional work outside of business hours may be required. Travel may be required.
- **Other Qualifications:** Must be comfortable supporting a remote sales team and able to prioritize and multi-task for maximum efficiency without sacrificing accuracy. Must possess a passion for process and harnessing technology to drive success, and a willingness to work outside the job description to grow with Zonatherm.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.