



Job Description Equipment Support Coordinator

Job Title:	Equipment Support Coordinator –	Status:	Full Time
Supervisor:		Classification:	Non-Exempt
Department:		Location	

POSITION SUMMARY

The Equipment Support Coordinator is a key member of our Sales/Customer Service team related to equipment orders, and plays a critical role in ensuring the success of our sales reps. The Equipment Support Coordinator must be passionate about providing professional internal and external customer support, and be fanatical about accuracy. The Equipment Support Coordinator will coordinate the processing of all paperwork and collateral materials pertaining to equipment sales.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Support Sales Reps with completing & processing equipment orders located in assigned Region.
- Build strong relationships with the sales teams through developing an understanding of the sales process and occasionally attending Sales Team Meetings as requested by Management.
- Receive and review quotes and all associated forms for completeness and accuracy
- Input and maintain equipment orders, software and supply products within SXE. Ensure customer’s approval and payment have been received; (including cash orders, ACH Payments, checks)
- For equipment orders involving demos, exchanges, trade-ins or loaners, coordinate with both the Credit and Purchasing departments for additional paperwork & documentation needed from customer.
- Coordinate with both the Customer and Credit department in securing the proper documentation for the various States’ tax exemptions.
- Process additional paperwork for orders being funded by either Banks or Leasing companies.
- Coordinate with the Credit department in establishing new accounts within SXE related to equipment and software orders
- Communicate with all stakeholders involved to ensure efficient flow of the process and resolve customer, billing or any other issues in a timely manner.
- Schedule Denco’s Technician for order installs
- Add Cases to Tech Support Software System
- File equipment account paperwork.
- CSR duties are expected, time permitting, after all Equipment Coordinator duties are completed each day.
- Other duties as requested by Management



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QUALIFICATIONS, EDUCATION and EXPERIENCE

To perform this job successfully, an individual must have good communication skills and be able to establish effective working relationships within all levels of the organization. The individual must be analytical, detail-oriented and flexible with good decision making skills and good organizational skills.

High school diploma. 2-3 years prior customer service/general office experience required and 1-2 years prior sales experience is preferred.

BENEFITS

Full-time employees are eligible for medical, dental, life insurance, Flexible Spending Plan, Long Term Disability insurance and Paid Time Off (PTO) after successful completion of 60 days of employment. PTO Accrual starts at 90 days. Full-time and Part-time employees are eligible for the 401k Plan after 60 days of employment.

Apply today to express your interest in our great organization! Please submit your resume and salary requirements [here](#) or fax to 303-209-4299.

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