

Channel Coordinator

The Channel Coordinator is responsible for supporting Channel sales and marketing activities by responding to partner requests, issuing sales quotes, processing orders, and providing current product information to partners. This person is expected to provide excellent, timely service to any and all partners and work closely with the Channel team to generate and facilitate sales.

Responsibilities

- Manage the inside sales process from inquiry to order to deliver high quality, efficient service
- Issue accurate sales quotes to partners as requested, in a timely manner
- Process partner orders (confirm correct price, verify account standing, issue order or renewal, forward for billing, and send confirmation email), in a timely manner
- Provide license consolidation suggestions to resellers and prepare consolidation quotes
- Field calls and emails from partners and provide response or referral to correct staff
- Send download leads to international partners weekly
- Participate in bi-yearly partner evaluation and remove partners from Bluebeam system after deactivation
- Foster a climate of trust and cooperation between Bluebeam and its partners
- Contact partners upon new product/version releases to send marketing collateral for partner websites, and follow up to make sure their information is updated
- Coordinate marketing event logistics, under management direction
- Provide pertinent leads, quotes and sales information to Channel Team to drive sales initiatives and meet goals
- Serve as back-up support for Channel team
- Ensure that all partner feedback issues are properly documented and addressed as needed

Desired Experience

- Bachelor's degree
- 2 - 5 years experience in customer service (direct interaction with customers) required
- 1 - 3 years experience in inside account management preferred
- Outstanding written and verbal communication skills
- Strong level of comfort learning new technology
- Demonstrated aptitude for understanding customer needs and managing customer relationships
- Detail-oriented, organized, and able to manage and prioritize multiple assignments in a fast-paced work environment
- Personable and able to build harmonious working relationships with partners, co-workers and the general public

Candidates that meet all the requirements can send a resume and cover letter to work@bluebeam.com.

Describe in your own words (1-3 paragraphs) the following:

- How have you worked effectively to build strong relationships with customers?
- How do you go about managing a fast-paced job with many responsibilities?

This is a fulltime contract position with the potential to transition to a permanent position within Bluebeam.

