

Channel Operations Specialist for Bluebeam Software

Bluebeam Software, an energetic, growing company that develops PDF software solutions, is looking for a self-motivated team player with 2-5 years of customer service experience to join our tight-knit team in Pasadena, California. This position will work closely with our Channel sales partners and must be focused on building and maintaining those relationships as well as providing exceptional support.

The Channel Operations Specialist 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.

EXPECTATIONS AND TASKS

Sales Quotes and Orders

- 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

Partner Support

- 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

Channel Marketing

- 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

Internal Administration

- 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

EDUCATION AND QUALIFICATIONS

- 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

JOIN OUR TEAM

If you think you are a good match for the Bluebeam team, please send the following to work@bluebeam.com :

- ✓ Cover Letter
- ✓ Resume
- ✓ 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?

ABOUT BLUEBEAM:

Bluebeam Software develops smart, simple PDF creation, markup and editing software for paperless workflows. Our award-winning products are used by the world's top architecture, engineering and construction firms, as well as government agencies. We also have a strong following among tablet PC users, students and educators, accountants and even lawyers. Our company is an open, creative environment in which we work hard and have a great time in the process. If you have a strong work ethic and undying desire to make things your own, then Bluebeam just might be the right place for you, too. Learn more about us at www.bluebeam.com.

Learn more about what it is like to work at Bluebeam by watching our recruitment video:

http://www.bluebeam.com/web07/us/company/bluebeam_recruitment.html?keepThis=true&TB_iframe=true&height=530&width=848