



Customer Order Coordinator

Become a Customer Order Coordinator for SLM Solutions NA, Inc., where you will work in the exciting and growing additive manufacturing market. We are looking for candidates to work from our North American office in Wixom, Michigan.

COMPANY DESCRIPTION:

SLM Solutions is a leading provider of metal based additive manufacturing technology, commonly referred to as 3D printers, utilizing selective laser melting and powder bed fusion technology. Our 3D printers are designed to produce parts directly from a variety of metal powders. The customers for our metal based additive manufacturing systems come from various industries such as aerospace, energy, healthcare, and automotive. Headquartered in Lübeck Germany, SLM Solutions has approximately 300 employees worldwide.

POSITION DESCRIPTION:

The position of Customer Order Coordinator consists of being responsible for managing the process of ordering, communicating, and overseeing the delivery of machines and peripheral equipment to customer sites. The Coordinator follows an established project implementation process and ensures timely delivery of equipment along with the peripherals. In addition, the Coordinator will quote parts, machine upgrades, machine consumables, and will provide general administrative functions in order to ensure effective and efficient operations.

Tasks:

- Collaborate with other departments as necessary to meet customer requirements;
- Develop an understanding of customer needs and take actions to ensure that such needs are met;
- Fill out and submit order entry paperwork;
- Maintain purchased peripheral equipment price lists;
- Develop tools such as plans, schedules, and responsibility matrices;
- Conduct customer kickoff conference calls;
- Maintain and develop positive business relationships with internal and external personnel involved in or directly relevant to order activity;
- Protect and control proprietary materials;
- Request quotes and issue purchase orders to suppliers;
- Track open purchase orders to ensure delivery schedules are met;
- Report order plans, progress, and results internally and to customers;
- Review order performance with customers;
- Develop and maintain quote templates and price lists;
- Answer phone calls and direct calls to appropriate parties;
- File and retrieve corporate documents, records, and reports;
- Maintain records, and perform basic record keeping work;
- Prepare invoices, reports, memos, letters, and other documents, using word processing, spreadsheet, database, or presentation software.



Qualifications and requirements:

- Associates degree in business administration or equivalent experience;
- Must be authorized to work in the United States;
- Ability to learn basic technical requirements for SLM machines and communicate those to customers;
- Strong computer skills;
- Proficient with Microsoft Office;
- Experience with QuickBooks software a plus;
- Good communication skills.

Competencies:

- Integrity — Job requires being honest and ethical;
- Attention to Detail — Job requires being careful about detail and thorough in completing work tasks;
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations;
- Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude, ability to give full attention to what other people are saying, and to actively look for ways to help people;
- Analytical Thinking — Job requires analyzing information and using logic to address work-related issues and problems, ability to use logic and reason to identify the strengths and weaknesses of alternative solutions.

OUR COMPREHENSIVE BENEFITS PACKAGE INCLUDES:

- Competitive Compensation - the starting salary for this position will be commensurate with qualifications and experience;
- Medical, Dental, Vision Insurance;
- Short Term Disability Insurance;
- 401K with Company Match.

TO APPLY: Send your resume to careers@slm-solutions.us

NO RELOCATION ASSISTANCE AVAILABLE.

SLM Solutions NA, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.