



Title: Project and Sales Support Position

Location: Calgary, Alberta

Duration: Full Time Permanent

Start Date: Immediate

Description:

As the leader in 3D scanning related product sales and services, Rapid3D is helping our customers with manufacturing design, reverse engineering, NDT, and inspection needs through the use and application of 3D scan data. Rapid3D is growing and currently has a need for a Project and Sales Support person based at our Calgary, Alberta office. To be successful in this position you must be an excellent communicator, both written and verbal, self-motivated, organized and be able to prioritize multiple activities and customer requests at a time. This is not a remote position.

The successful applicant will be reporting to Josh, our Senior Applications Engineer, who has been a partner at Rapid3D for 12 years. Josh is one of our resident 3D scanning, inspection, and reverse engineering experts who leads our team in advanced application development.

A Typical Day with Josh and the Services Team:

The Project and Sales Support person will be responsible for supporting the services team by coordinating between the customer and the technical personnel at Rapid3D. This person will be responsible for ensuring the project sales funnel remains current with an emphasis on customer service.

- Manage 3D scanning project leads including technical detail gathering and understanding.
- Educate clients about Rapid3D's services and products and understand the customer's needs to apply solutions and services appropriately.
- Creating quotes in the CRM for 3D scanning projects with input from Josh and other members of the technical team.
- Support project management team in the successful coordination and execution of project work.
- Customer communication and follow-up, including collecting comments and concerns from project work.
- Oversee the project quote funnel.
- Serve as a link between customers and multiple departments at Rapid3D.



Skills and Specifications:

- Able to work in fast-paced, self-directed entrepreneurial environment.
- Exceptional verbal and written communication skills.
- Strong ability to learn and communicate technical information in a concise and clear manner to customers.
- Highly proficient computer skills including MS Word, PowerPoint, Excel and be able and willing to learn new software.
- Excellent telephone communication skills.
- Experience with a sales CRM and/or project management software.
- Excellent organizational skills.
- Proficient in time management and prioritization.
- Highly energetic and self-starting.
- Decision-making, problem resolution and creative thinking skills.
- Able to multi-task activities with shifting priorities.
- Must be able to work legally in Canada.

Compensation: Compensation Range \$55k-65k/year based on experience.

Hours: Full Time, 40 hrs/week, Monday through Friday.

Contact Information: Send resume to 3dinfo@rapid3d.ca

About Rapid3D:

Founded in Calgary, Alberta in 2009, Rapid3D has become the leading Western Canadian supplier of advanced 3D scanning products and services. Rapid3D focuses on establishing long-term relationships with our customers, ensuring each client has the complete and correct 3D solution for their application. We pride ourselves on our ability to provide technical expertise and support to our customers ensuring successful implementations and outcomes.

Our approach is to fully understand our customers' needs, applications, and problems while gaining knowledge of the issues that are currently being faced using traditional measurement methods. We aim to pinpoint the biggest frustration we are trying to solve and then use our toolbox of 3D technologies to find the ideal outcome.