

JOB DESCRIPTION

Job Title: Sales and Operations Coordinator

Job Summary:

The Sales and Operations Coordinator is a key member of Sol's growing Victoria team, responsible for ensuring customer orders move smoothly from purchase order through delivery and payment. Working closely with Sales, Operations, Finance, suppliers, customers, and internal teams, this role helps ensure every detail is managed accurately and efficiently.

This is an excellent opportunity for someone who is highly organized, customer-focused, and eager to grow their career within a dynamic international organization. As part of a small team, you will have broad exposure to the business and the opportunity to take increasing ownership of sales operations, order execution, logistics coordination, invoicing, and process improvement.

Success in this role comes from building strong relationships, staying organized, anticipating challenges before they arise, and continually looking for ways to improve processes and enhance the customer experience. The ideal candidate is curious, comfortable learning new systems and technologies, and excited to contribute ideas that help the business grow.

Job type and schedule: Full-time - Monday to Friday from 9 AM to 5 PM.

Location: A hybrid role in Victoria, BC office (Vic West), with two remote days per week after the initial onboarding period.

Compensation: \$55,000 to \$65,000, plus the opportunity to earn an annual performance bonus. (For candidates who bring exceptional experience and qualifications, we are open to discussing a compensation package that reflects the value they would bring to the team.)

Benefits and Perks (waiting period may apply)

- Health insurance, Dental, and Vision, Group Life Insurance, Health & Wellness subsidy.
- Referral bonus program and training subsidy
- Bike storage and free parking
- Complimentary refreshments
- Amazing co-workers!

Growth Opportunity

This role is designed to grow with the individual and the organization. Initially, the Sales and Operations Coordinator will learn existing processes, systems, and workflows while supporting the current team. Over time, the successful candidate will take increasing ownership of customer orders, logistics coordination, financial processes, and operational improvements.

As Sol continues to grow, this position offers the opportunity to become a key contributor to the evolution of the company's operations and take on broader responsibilities.

Core Responsibilities

Order Management and Sales Operations:

- Manage customer orders from purchase order receipt through delivery and completion.
- Enter and validate sales orders in ERP systems, ensuring accuracy of customer information, products, quantities, pricing, and delivery requirements.
- Review purchase orders, quotations, and project details to identify discrepancies and ensure alignment between customer expectations and internal processes.
- Prepare order acknowledgements and required documentation.
- Support a smooth transition from Sales to Operations by ensuring all required information is accurate and complete.
- Maintain accurate records throughout the customer order lifecycle.

Logistics and Purchasing Coordination:

- Act as a primary point of contact for customers regarding order status, shipping updates, documentation, and invoicing.
- Build positive relationships with customers by providing responsive, professional, and proactive communication.
- Route technical or product-related questions to the appropriate Technical Sales Support team members.
- Collaborate closely with Sales, Technical Support, Operations, Supply Chain, and Finance teams to resolve issues and keep projects moving.
- Participate in customer meetings and communications through email, phone, and virtual meetings.

Invoicing and Payment Coordination

- Prepare and issue customer invoices aligned with shipment milestones and contractual requirements.
- Monitor invoice status and identify potential issues that may delay payment.
- Coordinate with finance partners, including factoring providers where applicable.
- Follow up with customers to confirm invoice receipt and acceptance when required.
- Maintain accurate records related to invoicing and payment status.

Process Improvement and Technology Enablement

- Identify opportunities to improve workflows, documentation, and operational processes.
- Support the implementation of process improvements that increase efficiency, accuracy, and customer satisfaction.
- Utilize business systems, automation tools, and artificial intelligence solutions where appropriate to streamline processes and improve effectiveness.
- Maintain accurate data within ERP, CRM, and other business systems.
- Support reporting activities related to order status, shipments, backlog, and operational performance.

Qualifications

Education and Experience:

- Diploma, certificate, or post-secondary education in business, operations, supply chain, logistics, or a related discipline is considered an asset.
- One to three years of experience in sales operations, customer service, order management, logistics, supply chain, project coordination, or a similar role.
- Experience working within a manufacturing, distribution, renewable energy, construction products, or other product-based environment is considered an asset.
- New graduates or early-career professionals with strong organizational skills, technical aptitude, and a willingness to learn are encouraged to apply.

Operations and Technical Skills:

- Strong organizational skills with the ability to manage multiple priorities and maintain attention to detail.
- Experience working with ERP, CRM, or other business systems, with the ability to quickly learn new technology platforms.
- Technical curiosity and the ability to understand products, systems, and processes.
- Interest and ability to use technology, including artificial intelligence and automation tools, to improve workflows and efficiency.
- Ability to identify issues, recommend solutions, and follow through to completion.

Customer and Communication Skills:

- Exceptional customer service skills with a professional and approachable communication style.
- Comfortable communicating with customers and partners through email, phone, and virtual meetings.
- Strong written and verbal communication skills.
- Ability to build positive relationships with customers, suppliers, and internal teams.
- A proactive mindset with a willingness to be part of the solution.

Additional Skills and Abilities:

- Highly organized, dependable, and detail oriented.
- Strong problem-solving skills and ability to manage competing priorities.
- Collaborative team player who enjoys working in a small, growing organization.
- Adaptable and comfortable taking on new responsibilities as business needs evolve.
- Curious, motivated, and committed to continuous learning and improvement.

Additional Requirements:

- Valid driver's licence.
- Valid passport with the ability to travel occasionally to support business needs, including visits to contract manufacturing partners in Texas and the company's head office in France.
- Ability to work in a hybrid environment based in Victoria, British Columbia.

About Sol:

Sol is the leading solar lighting brand in North America, with 40,000+ solar street lights installed in the United States and more than 160,000 globally. We engineer and manufacture a complete range of all-in-one and modular commercial outdoor lighting solutions for cities, military, and commercial properties. Thanks to our comprehensive product portfolio, we offer a cost-efficient and environmentally sustainable solution for every outdoor lighting application.

Constant innovation and product reliability are part of Sol's DNA. We believe there is no substitute for reliable lighting that is engineered smart, built tough, and accurately sized. With 23 patents and 12 international awards, we have a history of leading on quality and strong product warranty protection. Customers praise our solutions as they help them save money, achieve sustainability goals and build resilience.

Limitations and Disclaimer:

This job description is intended to describe the general nature and level of work performed by the individual in this position. It is not intended to be an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, physical requirements, or working conditions associated with the role. Responsibilities and duties may be modified from time to time to meet the evolving needs of the business.