

Order Management Specialist

Job Code: ORDMGR BC



Job Details

Location: British Columbia

Job Type: Full Time

Position Summary

Position Vacant: Yes

AI Being Used to Recruit: No

Salary Range: \$60K - \$80K

The Order Management Specialist is responsible for supporting customer order requirements, fulfillment activities, documentation administration and operational coordination for residential and commercial HVAC equipment. This role works closely with contractors, customers, sales, warehouses and corporate departments to ensure a consistent customer experience, accurate documentation, efficient order processing and successful delivery execution.

Key Responsibilities

- Process HVAC equipment and parts orders in accordance with customer requirements and company procedures.
- Review purchase orders, supporting documents and customer requests for completeness and accuracy.
- Maintain customer order information within ERP and business systems.
- Respond to customer inquiries regarding product availability, lead times, documentation and order status.
- Support contractors, dealers and customers throughout the order fulfillment process.
- Prepare and distribute submittals, specification sheets, product documentation and equipment schedules.
- Maintain documentation records and coordinate revisions, updates and approval follow-ups.
- Verify order details, pricing, shipping instructions and documentation before release.
- Assist with preparation of technical documentation packages and customer files.
- Work with warehouse, procurement and logistics teams to support equipment availability and delivery requirements.
- Coordinate shipment requests, delivery schedules and site delivery requirements.
- Monitor open orders and communicate supply concerns, delays or product availability issues.
- Support inventory planning activities associated with major customer requirements and forecasted demand.
- Act as a liaison between customers, contractors, sales teams, warehouses, credit and compliance departments.
- Support resolution of order-related issues, discrepancies and customer concerns.

- Escalate issues that may impact customer commitments or service levels.
- Assist with customer onboarding activities including account setup and documentation collection.
- Identify opportunities to improve customer experience, order accuracy and operational efficiency.
- Participate in process improvement and service enhancement initiatives.
- Perform other duties as assigned from time to time.

Qualifications

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- Diploma or degree in Business, Supply Chain, Operations, Engineering Technology, Construction Administration or related field, or equivalent experience.
- Minimum 3 years of experience in order management, customer support, inside sales support, operations coordination, supply chain support or related functions.
- Experience within HVAC, construction products, manufacturing, wholesale distribution or building products industries preferred.
- Demonstrated ability to coordinate multiple customer requirements and priorities simultaneously.
- Experience using ERP systems, order processing platforms and Microsoft Office applications.
- Ability to review technical documentation, specifications and customer requirements.
- Strong administrative, organizational and follow-up skills.
- Excellent communication and customer relationship skills.
- High level of accuracy and attention to detail.
- Strong problem-solving capability and customer-focused mindset.
- Ability to work effectively under deadlines in a fast-paced environment.
- Hybrid role based in Burnaby, BC with primarily office-based responsibilities.

Education Requirements

Min/Preferred	Education Level	Description
Minimum	2 Year / Associate Degree	2 year diploma with related experience OR 3-4 year degree

Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
4		

Accommodations will be available upon request for persons with disabilities.