

TEMP_Supply Chain

Job Code: TEMPSPLYCHN



Job Details

Location: Ontario
Job Type: Temp to Perm

Position Summary

As a Temp, Supply Chain, for the HVAC Products Sales Division, you perform a variety of functions to support the timely execution of quality customer service support to internal and external customers and effectively communicate with customers regarding order confirmations, order status and product availability. You will initiate and/or implement corrective actions as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction are maintained. This position reports to the Senior Manager Supply Chain and Operations.

Key Responsibilities

- Receive, verify accuracy, and process customer purchase orders to generate sales orders utilizing the company's internal ERP system. Record, distribute and file sales orders, order acknowledgements and customer purchase orders.
- Perform regular maintenance to various electronic files and locations including open orders and stock allocations
- Initiate required actions in response to customer requests related to order desk functions, and communicate with the appropriate personnel/departments as required.
- Proactively provide customers with information related to order availability/status, supply chain issues, and report regular updates with internal customers on aged orders.
- Prepare, generate and distribute reports, as required.
- Submit monthly reports providing an update on key activities.
- Process customer credits, Co-op claims, RMA's and internal transfers between warehouses, as needed.
- Actively pursue opportunities to expand knowledge of the HVAC division products and systems.
- Recommend improvements to existing methods and systems to increase accuracy, efficiency and responsiveness of the customer service function as a whole.
- Manage telephone calls and e-mails professionally and efficiently.
- Provide support to the other team members in the performance of job duties and act as a back-up as needed.
- Other duties as assigned.

Qualifications

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- College diploma, university degree, or equivalent work experience.
- Minimum 3-5 years of experience working in a similar role.
- Intermediate Microsoft Excel skills required and previous experience working with computerized order entry (ERP) system. Experience working with SAGE X3 is a definite asset.
- Strong organizational capabilities with solid interpersonal, written communications and analytical skills.
- Demonstrated excellence in organization and time management skills with ability to multi-task in a fast paced environment.
- Team oriented, self-motivated and goal-oriented focus with eager willingness to learn.
- Bilingual English/French is preferred but not required.

Education Requirements

Min/Preferred	Education Level	Description
Preferred	Other	<ul style="list-style-type: none">• College diploma, university degree, or equivalent work experience.

Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
3	5	

Accommodations will be available upon request for persons with disabilities.