



<b>Position:</b>	Customer Service Representative
<b>Location/Department:</b>	Winnipeg, Manitoba / Customer Care (Aerospace)
<b>Manager/Supervisor</b>	Leigh Hoffman
<b>Type / Shift:</b>	Full-Time / Monday to Friday (Days)

As the Customer Care Representative, the successful candidate's responsibility will be to not only support our customers, but also our shipping, purchasing and sales teams. This position works closely with all departments to expedite orders, ensure quotes, warranty requests, repairs, status reports, scheduling and parts delivery are completed accurately and within tight deadlines and we will provide on-the-job training for the right candidate.

This position is not a call centre role and related tasks and activities include, but are not limited to, purchase orders, warehouse inventory management, shipping-receiving order processing and logistics. This position is also not in a typical office environment and you will have exposure to varying noise levels, machinery, dust and dirt. The core customers and vendors this role supports are mainly related to aerospace products, parts and systems. This is a full-time position that typically reports to the Director of Customer Care.

#### **DUTIES & RESPONSIBILITIES:**

- Receive requests to process quotes and work with internal and external customers to successfully resolve any issues that may arise
- Satisfy required customer order delivery dates, involving order management tasks including investigation, expediting and communication with internal departments, vendors and customers
- Provide customers with information, status reports, consignment information and specials
- Process orders and follow up with production timelines
- Contact customers to advise of any matters that may arise or to request additional information to accomplish required repairs
- Develop and maintain customer relationships through positive and effective communication, providing required information and resolving questions and concerns promptly
- Support and communicate with administration, shipping, sales and other departmental staff
- Work with shipping and receiving, scheduling parts that require delivery and receiving parts when needed
- Job support functions such as order filing, organization, maintaining and updating inventory items
- Send job estimate quotes to customers and respond to all inquiries or requests
- Review all inspection invoice worksheets and compare information to the original quote
- Send status reports to customers for all in-house work
- Work together with production manager to achieve monthly rework goals
- Advise customers of issues that occur with reworks as they arise and keep them informed
- Update exchange listings for online viewing
- Work closely with various departments to support deadlines, update status reports and to meet customer demands
- Work with Quality Assurance to advise of customer returns, warranty issues, and any complaints or concerns
- Work with Engineering when updating status reports regarding new repairs
- Handle confidential information on a regular basis professionally and ethically

- Comply with all company policies and procedures and adhere to company standards
- Maintain a professional demeanor at all times with fellow employees, management and customers
- Assist with any other jobs, projects or duties that are assigned or may arise

**EDUCATION, SKILLS & EXPERIENCE:**

- Minimum 1 to 3 years experience in a customer service role, preferably in a manufacturing environment
- Strong communication and organizational skills, with an aptitude for dealing with technical and functional features of products and their applications
- Experience with order fulfillment and inventory control tasks, such as order entry, purchasing, stock replenishment and inventory analysis preferred
- Experience with Production, Scheduling and Purchasing considered an asset
- Experience in a manufacturing setting (aerospace, agriculture, automotive, etc.) preferred
- Ability to work under pressure and with a high level of accuracy and detail
- Able to work efficiently with minimal supervision
- Solid knowledge of Microsoft Office (Word, Excel, Outlook)

**OTHER REQUIREMENTS:**

- Excellent verbal and written communications skills
- Customer focused with a strong interest in providing exceptional customer service
- Fluent in English (must be able to speak, read and write in English)
- Detail Oriented with sound problem solving and decision-making skills
- Ability to work under pressure and time management
- Must be legally entitled to work in Canada
- Must be eligible to meet the requirements and security regulations of The Canadian Controlled Goods Program