

Internal Job Posting

Job Position: Sales Coordination Centre Supervisor

Report to: National Sales Coordination Manager

Location: Oakville, ON

Posting Date: July 10, 2017

Expiry Date: August 10, 2017

Job Summary:

The Sales Coordination Centre Supervisor oversees the national Sales Coordination team in work activities that involve sales entries, purchasing, invoicing, and installations. They will work along their team to process orders, placing orders for materials from vendors according to order acknowledgements, ensuring smooth deliveries, and processing customer invoices.

Through your enjoyment working in a team environment and empowering others, you work to help your team to achieve their objectives. With that being said, part of your duties will include supervising and leading the department to delegate workload and to provide support, guidance, and the right tools to set the Sales Coordinators up for success. Aside from the administrative duties, you will use your problem-solving skills to respond to customers' requests, resolve their issues, and coordinate installations. On occasions, you will be responsible for conducting audits, and preparing stakeholder reports.

The ideal incumbent for this position is someone who is customer-oriented and enjoys working in an environment where they are the first point of contact for customers. They feel satisfaction from serving others, knowing that their efforts help both Konstant's business and the clients' business. They also enjoy being organized, accurate, and working within strict timelines to lead their team. These skills will benefit them to perform the essential duties of the job, such as ensuring all specified materials are delivered to the customer site in a timely manner, maintaining the accuracy of order information in invoices and purchase orders, monitoring open purchase orders up until delivery, and managing the department to increase productivity.

Job Responsibilities:

Sales Entry, Purchasing & Invoicing (45%)

- Process SCC orders – convert SCC quotes to SCC sales acknowledgements; ensure all order details are correct for both new and used equipment
- Order materials from specified vendors as necessary for SCC order acknowledgements; ensure all costs are correct along with any shipping details
- Expediting, monitor open PO's and ensure vendor delivery schedule is as expected
- Receive materials from vendors as they arrive at assigned facility; ensure costing accuracy
- Provide appropriate paperwork for shipping materials to customer site; ensure all details are correct
- Process cash sales payments and tag materials upon shipping
- Process customer invoices and ensure all order details are accurate and have all required documentation before closing order, also complete Progress Invoicing as per order schedule on larger projects

- Post labour to SCC sales acknowledgement work orders
- Receive purchase orders and investigating any variance, ensuring accuracy and correcting discrepancies so that documentation can be reconciled
- Code all freight carrier invoices ensuring proper GL codes on shipments and monitoring that costs are properly covered
- Ensure all J-SoX guidelines are followed internally and appropriate signoffs are present

Installation (20%)

- Respond to customer requests, resolve problems, arrange sublet rentals and labour as well advise and coordinate installation crew with sublet labour and rentals in collaboration with Sales
- Ensure all installation jobs are signed off by the customer before closing orders and invoicing

Operational Duties/Supervision (20%)

- Partially responsible for hiring coordination department employees as required
- Improving and maintaining a well-trained department
- Motivating and empowering within the department to increase results and feeling of ownership
- Providing tools to help the coordination correspondents increase productivity
- Delegating work load and supporting overall department needs
- Organize and conduct a weekly departmental meeting
- Manage employee vacation slots and ensure departmental coverage is sufficient
- Perform employee Performance Appraisals and implement personal improvement plans as needed
- Conduct audits on files to ensure policy is adhered

Forecasting, Scheduling and Deadlines (5%)

- Advise appropriate individuals and departments of ongoing developments with orders
- Establish and maintain relationships with vendors
- Prepare weekly Invoicing Commitment report determining monthly sales forecasting

Inventory Control, Stock Purchasing (5%)

- Check inventories monthly (Senior Coordinator Manages levels)
- Order stock inventories as necessary (Senior Coordinator Manages levels)
- Assist with annual inventory count
- Post and run reports as required by head office for yearly inventory
- Process buy back and trade in material purchases

PODAR (Perform other duties as required) (5%)

- Prepare and participate in weekly SCC meeting
- File all paperwork (billings, payables, purchase orders)
- Take deposit for cash sales to bank, if applicable
- Execute a month end bill report
- Backup for other SCC coordinators as required

Please contact Jeanette Verhovany in Human Resources if you are interested in applying for this position. If you have a candidate referral, please send along their resume to jeanette.verhovany@konstant.com, thank you.