

Customer Service Representative – Components

NON-EXEMPT

Customer Service Representative – Components should be a motivated, positive thinking individual with a strong desire to succeed.

This position will be part of the Ancaster Components team and reporting to the Components Manager, John Marchetti.

RESPONSIBILITIES

- Create models, product drawings, fabrication drawings/reports and bills of material as required.
- Create material take-offs for re-clad and retro fit projects.
- Convert MBS Fab Only files into XDA.
- Enter component and express plus building orders into the Order Entry System.
- Monitor job tracking and update master schedule for component and express plus jobs.
- Represent the Metal Depot in office and customer meetings as required.
- Communicate directly with customers and Robertson builders regarding any outstanding project issues: details, pricing, schedule and required documentation.
- Assist detailing personnel and other departments with creative ideas and solutions to technical issues.
- Check quotations and orders with a high level of accuracy for correctness of products, dimensions, quantities and pricing.
- Plan, coordinate and monitor all aspects of a project through to its completion.
- Develop and maintain positive working relationships with plant personnel.

ATTRIBUTES

- Excellent verbal and written communication.
- Positive, creative thinker.
- Customer service oriented.
- Willingness to participate fully in group discussions and brainstorming sessions.
- Ability to handle multiple issues and react quickly to provide satisfactory outcomes.
- Strong interpersonal and diplomacy skills to work effectively with people at all levels (Internally & externally).
- Ability to work independently or as a team player.
- Comfortable in highly computer-based environment (custom software).
- Highest regard for confidentiality

QUALIFICATIONS

- Minimum of two (2) year experience working directly with a metal building manufacturer
- Detailing experience
- Excellent verbal and written communication skills, bilingual is an asset
- Ability to navigate XDA and all other drafting related software

The closing date for receipt of Internal application will be MAY 12, 2018

Please submit resumes online or forward to:

Human.Resources@RobertsonBuildings.com or jane.robinson@robertsonbuildings.com

We thank all candidates for their interest; however, only those being interviewed will be contacted.