

Carfair - Customer Service Coordinator

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Company: CB Canada

Location: Canada

Category: office-and-administrative-support

Customer Service Coordinator

Carfair Composites is a leader in fiber-reinforced plastic (FRP) design and composites technology and has dedicated team members located in facilities between Winnipeg, MB (Canada), St. Cloud, MN (USA), and Anniston, AL (USA), Wausaukee, WI (USA) and Gillett, WI (USA). Further information is available at <https://carfaircomposites.com/>www.carfaircomposites.com>.

POSITION SUMMARY:

This position is responsible for the customer service and account management of aftermarket parts made within the fabrication business for NFI Parts and external customers. The role would be responsible for the daily management of customer orders, customer pricelist and customers quoting within a product grouping for the fabrication business. Through collaboration with other departments, this role will determine sell prices for manufactured parts. This position will be physically located at the Carfair Winnipeg plant (692 Mission Street).

WHAT YOU WILL: DO

Manage NFI Parts and external customer sales order process and ensure accuracy of requirements.

Entry and maintenance management of customers profiles, customer orders and price lists in system application.

Coordinate customer costing within a team environment including materials, planning, sourcing, manufacturing and engineering.

Maintain the NFI Parts orders and request dashboard.

Review all incoming Customer PO's to ensure accurate costing and specified documentation revision is available.

Liaison between the Customer and Production to resolve capacity, schedule and priority changes.

Ensure coordination in the following key areas: responsible for communication to customer and other plants with all order requirements, monitor and reduce past due demands.

Entry and management of customer forecasting tools to drive valid forecasting demand.

Collaborate with Strategic Sourcing to obtain unknown material costing.

WHAT YOU NEED TO BE SUCCESSFUL:

Completion of Grade 12 is required. A Certificate/Diploma in Supply Chain management would be an asset.

At least 2 years of manufacturing/operations experience is required.

1-3 years' experience with office and document management.

Knowledge of production planning and control.

Understanding of Lean, 5S, and ISO certification requirements.

Ability to function within a manufacturing environment.

General office physical requirements.

Effective communicator, self-motivated, good problem solving, and organizational skills required.

Proficient with MS Office (Word, Excel, PowerPoint, Outlook, and Teams).

WHY JOIN OUR TEAM:

We offer competitive wages.

The ability to advance your career with a growing company.

Hands on involvement and experience.

We enjoy numerous employee events throughout the year.

OUR WHY:

We exist to move people. Our mission is to design and deliver exceptional transportation solutions that are safe, accessible, efficient and reliable.

NFI Group is a leading independent global bus manufacturer providing a comprehensive suite of mass transportation solutions. News and information is available at

<https://www.nfigroup.com/>>www.nfigroup.com,

<https://www.newflyer.com/>>www.newflyer.com,

<https://www.mcicoach.com/>>www.mcicoach.com, <https://nfi.parts/>>www.nfi.parts,

<https://www.alexander-dennis.com/>>www.alexander-dennis.com,

<https://arbocsv.com/>>www.arbocsv.com, and

<https://carfaircomposites.com/>>www.carfaircomposites.com

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