



TRIDENT
COMPRESSED AIR LTD.

"COMPRESSED AIR SYSTEM SPECIALISTS"

Order Desk / Warehouse

Trident Compressed Air has a rare opening for an Order Desk/Warehouse Coordinator who would serve as the main point of contact for all customer orders, working closely with the Service Department and the Sales Department. While previous experience would be preferred, we are prepared to train the right candidate.

Primary Employment Objectives

1. To represent the Company to existing customers and future prospects as a professional organization with a desire to provide the value of top-quality products and exceptional after-the-sale support.
2. To perform all work in a prudent and efficient manner.
3. Possess good attendance record, reliability and maturity.

Essential Duties

A. Order Desk

- respond to general inquiries about parts, looking up parts via schematics/manuals, preparing quotes and orders.
- process parts requests' and orders provided through Trident service group.
- process customer orders received via phone, email, fax or in person, providing customer follow up as required to ensure customer needs are met or exceeded.
- arrange and direct delivery of parts as per customer requirement & inform customers of estimated delivery schedules, or other information pertaining to purchased products.
- process all equipment orders submitted by sales personnel and arrange shipping as instructed.
- communicate and coordinate all equipment order deliveries with appropriate sales personnel.



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B. Shipping / Receiving

- safe operation of forklift / lift truck and pallet movers in accordance with policies and procedures with forklift / lift truck certificate (preferred).
- inspection of all received goods to ensure no damage and items are received correct as ordered. Immediately initiate damage claim procedures when necessary.
- packaging and crating of goods for shipment as well as loading and unloading of trucks.
- preparation and tracking of packing lists for all shipped and received goods for the company.
- maintain order follow-up system for both received and pending orders.
- responsible for the efficient delivery of equipment or co-ordination of such to customer's locations.
- obtain transportation quotes for special shipments.
- maintain an organized, clean and efficient shipping/receiving area, ensuring warehouse area is kept clean and tidy, including ensure warehouse waste and cardboard containers are emptied into outside bins when necessary.

C. Inventory Control

- correctly label and put incoming stock away in proper locations
- help to maintain an organized, clean and efficient parts area allowing for ease of stock review and location of items.
- **closely monitor special order parts** for return requirements and speed of turnover.
- assist with annual inventory counts.
- obtain "return authorization" for merchandise to be returned, where necessary.
- assist in monitoring parts inventory levels so as to facilitate a constant inventory turnover without threatening customer and service dept. requirements.
- maintain an organized, clean and efficient parts area, ensuring area is kept clean and tidy

D. Miscellaneous

- previous air compressor industry experience is a definite asset.
- requires strong computer skills, proficient in Word and Excel. Experience working with inventory software including ERP or Order Entry Software is considered a strong asset.
- organize your time and tasks to promote efficiency and productivity.
- ensure all tasks started are followed through and completed in a timely manner.
- follows established company policies and procedures.
- valid G license with clean driver's abstract.
- previous forklift experience and forklift licence an asset.
- requires employees to regularly lift and or move up to 10 lbs, frequently lift and or move up to 50 lbs. and occasionally lift and or move more than 50 lbs.
- superior English both verbal and written.
- residency status must reflect ability to **currently** work in Canada.
- other duties as assigned by supervisor or management.