

Jastram Technologies Ltd
Order Management Coordinator / Sales Coordinator

Order Management Coordinator in North Vancouver, British Columbia

[Jastram Technologies](#) is seeking to hire an experienced Order Management Coordinator to fulfill order deliveries and provide exceptional customer service to our customers and vendors throughout Canada.

Since 1983, Jastram Technologies has been the exclusive distributor of high-quality equipment and services for the marine industry. Jastram is reputed for its extensive inventory, highly skilled technicians, and exceptional customer service. Jastram has offices and warehouses throughout BC, ON and NS. The successful candidate will be responsible for reporting directly to the National Sales Manager, based in North Vancouver.

The selected candidate's prime responsibility will be to support outside sales staff in meeting customer expectations through different regions of Canada. The ideal applicant is a tactical problem solver, who delivers exceptional customer service and punctual deliveries.

Key Responsibilities:

- Create purchase orders through ERP system for suppliers and track status of orders system to receive Purchase Orders and Sales Orders (logistics, shipping dates, tracking information, ETA's)
- Responsible for coordination with salesperson, vendor, and customer etc. for the fulfilment of inbound purchase orders
- Validate information against quotes and sort out discrepancies with the respective salesperson
- Troubleshoot and manage day to day tasks with limited supervision and highest levels of accuracy
- Track costs on orders to ensure all costs are included and accounted for on invoices to customers (freight charges, service travel, etc.).
- Complete and assess monthly inventory reconciliations and coordinate with warehouse staff and vendors
- Assist with the annual inventory count
- Provide excellent sales and customer support (via telephone and email)
- Closely work with the shipping department on outgoing and incoming shipments including, but not limited to creating packing list, Certificate of Conformance, Commercial Invoices, etc.
- Perform administrative duties and clerical tasks when required
- Provide backup assistance to similar positions located in other offices
- Duties may vary according to business needs

Qualifications

- 5 years of order management coordination experience (experience in a sales or production environment is an asset) OR relevant combination of relevant experience
- Technical aptitude and interest – Jastram Technologies supplies technical marine products and will also provide appropriate training
- Excellent verbal and written communications skills including a strong telephone presence

Other Skills:

- Ability to work independently
- Proficient in Excel
- Detail oriented
- Full time availability
- Proven track record in a similar role
- Ability to prioritize tasks and manage time efficiently
- Nice to have: Experience in the marine industry

All Jastram team members are expected to live out the company values of being respectful, responsible, and innovative. While we thank all applicants for applying, only applicants that match the requirements will be considered.

Jastram does not discriminate based on race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Apply at: careers@jastram.com