

JOB POSTING

Job Title	Branch Office Administrator & Counter Sales Support
Department	Sales and Warehouse
Location	South Burnaby
Reports to	Branch Manager

About us

Refrigerative Supply Limited is a wholesale distributor of equipment and parts to the HVAC & Refrigeration trade. Founded in 1945, we have been serving Western Canada through 15 branches and pride ourselves on having exceptional customer service, knowledgeable staff, and a well-stocked inventory.

Scope of the position

Branch Administrator is responsible for assisting Branch Manager in all aspects of administration, inventory control, daily cash reports, bank deposits and warranty claims in conjunction with head-office team. The position also assists sales and warehouse staff during busy periods.

Duties and Responsibilities

Sales & Warehouse

- Follow up on customer inquiries such as duplicate billing, backorders, etc.
- Answer incoming calls and enter customer orders during busy times.
- Provide administrative support to warehouse including receiving products during busy times.
- Resolve supplier receiving issues or discrepancies.
- Provide support to all branch staff in the use of P21 warehouse & sales functions including training new hires.

Inventory

- Check and file packing slips including identifying shipping errors if any.
- Notify purchasing agent or handle supplier shipping error.
- Prepare freight claims.
- Investigate inventory issues and assist in branch inventory clean-up.
- Assist in preparation and organization of annual inventory count.
- Participate in annual inventory count.
- Oversee stock adjustments.

Accounting

- Close Moneris terminals and balance cash reports on a daily basis.
- Prepare and reconcile bank deposits and take to the bank.
- Take customer credit card payments over the phone, process transactions on-line and forward receipts to the credit department.
- Handle customer account inquiries such as invoice copies, shortages, payments etc.
- Maintain warranty book and warranty tags.
- Act as a liaison between sales staff and head-office when dealing with warranty inquiries.

Other duties

- Handle incoming mail by stamping and distributing.
- Order office stationery, coffee supplies & Moneris paper.
- Order food/prepare training room for customer functions/seminar training.
- Assist head office staff with their inquiries.

Skills and Qualifications

- Deliver superior customer service.
- Able to handle difficult customers with diplomacy and tact.
- Capable of following written instructions and documented procedures.
- Understands basic inventory, warehousing and stocking procedures.
- Accuracy and attention to detail.
- Basic computer/keyboarding skills.
- Problem-solving and analytical ability.
- Motivated self-starter, comfortable in fast-paced environment.
- Demonstrated integrity and ethical standards.
- Professional demeanor.
- Effective listening, communication (verbal and written), and negotiating skills.
- Judgment and decision-making ability.
- Team player who works productively with wide range of people.
- Superior organizational skills.
- Experience in an administrative role.
- Education: High school diploma
- Experience: Minimum 2 years' administration experience

How to apply

Please send your cover letter and resume to hr@rsl.ca with the position title in the subject line.

Internal candidates

Please ensure you notify your manager of your interest in applying for the role.

Closing date: Thursday, April 11, 2019

Refrigerative Supply Limited is an equal opportunities employer. We would like to thank all applicants for their interest. Please note, only those selected will be contacted.