



Customer Service Administrator

The CGC Group of Companies designed and manufactured the first ever Hybrid Heat Pump System in the mid 1990's and now distributes this Canadian system throughout North America. We own and operate a 56,000 sq. ft. manufacturing facility in Fergus, Ontario.

The CGC Group is looking for a Customer Service Administrator based in our Mississauga location. The successful candidate will possess strong organizational skills as well as strong communication skills. Additionally, a successful candidate will maintain a high level of professionalism while contributing to our friendly environment with their upbeat and positive attitude. Sample of duties include the following:

- Works with Project Manager in maintaining, revising, and updating information of existing and new project files (mostly US projects)
- Provides freight rate to Project Managers and Directors, when needed
- Oversees Purchase Order Entry in E2 system, in line with the customer order process
- Coordinates with Production on customer ship dates and delivery/shipping arrangements (tagging, skidding per floor, etc.) of Purchase Orders
- Follows-up with Engineering on the creation of missing part numbers needed in new orders
- Sends order acknowledgment to Reps/Customers
- Acts as the Customers' point person for confirmed ship dates, deliveries and crisis management issues (shipment delays, production concerns, etc.)
- Establishes professional relationships with carriers for cost-effective freight quotes and prompt delivery of shipments
- Creates invoices in QuickBooks for confirmed shipments, and emails these to customers
- Partners with Account Payables in checking freight invoices from carriers
- Any other duties as assigned

All qualified applicants are invited to submit their resumes to: CFM@cgc-group.com

We thank all applicants for their interest in this position, however only those selected for an interview will be contacted.

www.cgc-group.com