

## Order Management Associate

A day in the life of the **Order Management Associate** is complex, fast paced and rewarding. You will be fostering business relationships with our clients around the world as well as interfacing with our engineers and production managers right here in Canada. This is as much a people focused and technically oriented as it is a project management role.

Each of our projects is unique and requires precision, organization and creativity to complete successfully. This is why we are looking for a detail-oriented and self-driven candidate who will rely on technical knowledge and that will enable us to deliver unique and exceptional lighting projects.

### Responsibilities:

- Oversee assigned orders/projects, which could include custom and/or high-profile projects.
- Ensure that orders/projects are planned out to allow enough time for each department to execute while staying within lead time commitments.
- Ensure all orders under your responsibility are entered, released, and planned timely and accurately.
- Communicate with the agent or customer any order/project updates.
- Understand the lead time needed for standard products, customizations, materials ordering and production scheduling.
- Conduct project review & monitoring meetings across cross-functional teams and apply timely corrective actions to expedite lagging projects.
- Understand the technical solutions required to meet stated objectives of the project and communicate with the customer on required changes.
- Communicate directly with external customers and understand the amount of information each customer is privy to.
- Participate in project conference calls and web meetings as required.
- Compile and keep track of project documentations such as bid documents, submittals, layouts, BOMs.
- Understand and manage the project location specific requirements including certifications, transit times, and shipping process.
- Keep up to date with all the latest product developments and revisions. Make necessary proposals to ongoing projects to ensure latest products are being used.
- Track and measure cost of project activities including but not limited to pre-sale travel, COGS vs budget, engineering & quality costs, shipping & handling costs.
- Resolve customer complaints and establish corrective action plans.
- Process and follow-up on return merchandise authorizations (RMAs).
- Record and manage orders/projects activities in ERP (Epicor).

### Qualifications & Abilities:

- Post secondary degree in relevant field;
- 5+ years of progressive experience in order management and/or coordination positions;
- Ideally you have experience with manufacturing or made to order environments;
- An experienced user of Excel, ERP systems (Epicor a plus), and any other project management tools;
- Excellent Communication Skills
- You are tenacious, curious and a solution-oriented team player;
- A problem solver, you know how to overcome hurdles without losing a beat;
- Comfortable in a fast paced, electronic technology and engineering-based environment;
- When needed, you will have an attitude of "I'll take this into my own hands" to resolve situations

### Why GVA?

- You will receive a competitive salary based on skills and experience
- You may take pride in having participated in landmark projects at home and around the world
- When you work with us you can qualify for professional development, employer sponsored health benefits and retirement savings plan

Send your resume and LinkedIn profile link to [hr@gvalighting.com](mailto:hr@gvalighting.com)

*GVA Lighting is proud to be an equal opportunity employer committed to the attraction, selection, advancement and fair treatment of all individuals. In accordance with the Human Rights Code and Accessibility for Ontarians with Disabilities Act a request for accommodation will be accepted as part of the GVA Lighting hiring process.*

*We thank all the candidates for their interest in GVA lighting, however only selected candidates will be contacted.*

APPLY NOW

