

Order Administration Team Leader

Holland Landing

About Us

Inscape has supported the evolution of the workspace since 1888. A versatile portfolio of systems, storage, walls and seating products addresses the diverse needs of today's office with solutions that stand the test of time – built to last and inherently flexible. Dedicated to delivering innovative solutions with care and expertise, Inscape is here to help you make life at work better.

About the Role

The Order Administration Team Leader will ensure seamless administrative coverage from an order entry perspective for the Client Services, Dealer Network and Sales Support teams. The Order Administration Team Leader is responsible for training, prioritizing and directing the work of the order administration team.

Primary Tasks & Responsibilities

- Provide leadership & mentoring for the team and act as a resource for knowledge and guidance.
- Prioritize and direct the work of the order administration team.
- Assess and understand the various project requests, determine timelines and organize completion appropriately.
- Continually investigate ways to improve the order entry process.
- Cooperatively work with the IT department and assist with FIRE implementation when applicable.
- Conduct audit, order check to review potential missing information.
- Be available to the team to problem solve against issues as they arise, instruct and guide team members.
- Support order administrators with any challenging specials that require further assistance.
- Interact with Client Services team to verify missing information and acquire necessary details from the client.
- Responsible for participating in order processing.
- Ensure cross training across the team so that members can work all systems and products and can cover each other.
- Personally responsible for processing urgent or high priority orders such as mock up requests.
- Assist Sales Support with costing requests, producing timely and accurate price requests for potential orders.
- Manage confirmation and invoice paper flow for the team.
- Interact with IT and Engineering in terms of Data Broker or Friedman system requirements and the processing of specials.
- Responsible for training and developing new hires.
- Goal setting and conducting performance reviews.

Knowledge, Skills, Abilities & Education

- Completion of College Diploma in Business Administration or related discipline.
- Detailed understanding of Data Broker and the Friedman as they relate to order entry.
- Understanding of all areas and departmental requirements, including Friedman input and quotation input.
- Understanding of Major Projects and how to manage timelines.
- Ability to provide clear information.
- Detail focused, well organized and able to multi-task.
- Sound knowledge of MS Office Suite of products.
- Understanding of all Inscape product lines.
- Ability to lead and manage people.

If you have the qualifications for the above position and are interested in joining a team oriented progressive company with excellent benefits, please submit your resume for consideration to careers@inscapesolutions.com.

We thank all applicants for their interest, but advise that only those selected for an interview will be contacted.

**Inscape values employment equity and is an equal opportunity employer.
Inscape will provide reasonable accommodation to applicants with disabilities.**