

Specials Product Coordinator

Holland Landing, Ontario

About Us

Inscape is a design enabler. We have been saying Yes since 1888 with a versatile portfolio of systems, storage and wall products that are adaptable and built to last. With care and consideration, and more than a century of expertise, our philosophy is to always do what we can to say Yes.

About the Role

The Specials Product Coordinator will support the sales process by acting as a liaison between Sales and Manufacturing in reference to the request for special product. The Specials Product Coordinator is part of the Sales Resource Team and works with the SRT team, Sales and Workspace Designers or Dealers to review special order requests, determine options, code and price special product solutions. This role must interact with employees both inside and outside of Inscape and specializes in the coordination of the initial specials approval through to the determination of appropriate cost and final solution.

Primary Tasks & Responsibilities

- Work with SRT, sales representatives or dealers to understand needs, explore options and arrive at solutions that result in increased sales.
- Receive and review specials request form, discuss and review request with the Manager, Specials Engineering as required, ensuring a timely turn around within published guidelines.
- Responsible for providing excellent customer service both internally and externally.
- Responsible for the receipt of requests to manufacture non-standard products.
- Search database for same or similar specials request to determine next steps in development process.
- Issue quotations for accepted special product requests using the specials costing models.
- Update and maintain complete files for all approved special product requests.
- Facilitate the scheduling process for special products once ordered, relaying details to Manager, Specials Engineering and Product Engineers.
- Maintain, compile and document monthly reports of quotations issued, as required.
- Obtain and maintain VSQs for special purchased products or components.

Knowledge, Skills, Abilities & Education

- Minimum 3 years' experience in a customer service positions.
- Knowledge of contract furniture industry and product.
- Strong organizational skills.
- Knowledge of computer software: Word, Excel and Access
- Knowledge of manufacturing processes, scheduling and ordering area critical.
- Good mechanical and mathematical aptitude.

- Problem solving and analytical skills.
- Strong knowledge of company's product and their application.
- Background in design.

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.**