



Arctic Co-operatives Limited

[Statement on the Co-operative Identity and Seven Principles](#)

Career Opportunity

Title	Parts Order Desk Assistant
Department/Division	Merchandising Services /Merchandising & Logistics
Salary	\$ 3,623 - 4,262 per month
Location	Home Office - 1645 Inkster Blvd, Winnipeg
Other	Permanent, full time, unionized

Benefits of working at Arctic Co-ops include:

- a competitive salary,
- annual vacation (accrue 3 weeks of paid vacation time in first year),
- employer-matched pension plan,
- comprehensive group benefits plan,
- career development opportunities,
- annual performance plans,
- and an environment where employees are encouraged, supported and recognized.



Position Summary

Reporting to the Manager, Merchandising Services and working closely with the Merchandising Coordinator - Power Equipment, this position is responsible to provide customer service, order parts and be a lead contact between suppliers, Home Office in Winnipeg, Manitoba and our customers in Canada's Arctic communities.

Duties and Responsibilities

- Provide customer service by answering phone calls and responding to emails directly from the Member Owners/customers in the communities Arctic Co-ops' serves in Nunavut, Northwest Territories and Yukon
- Place parts orders directly with the suppliers (using software called Commander)
- Liaise with suppliers regarding products and distribution
- Ensure merchandise reaches the Member Co-ops in a timely manner
- Receive parts orders into Commander and invoice the customer
- Troubleshoot issues with orders, shipments, and customer inquiries as they arise
- Arrange for and accept payment over the phone for customer orders
- Act as backup to Merchandising Coordinator – Power Equipment as required
- Other duties as assigned

Qualifications

- Excellent verbal and written communication skills
- Proficient in MS office (specifically Outlook and Excel) with the ability to learn other software programs as required
- Excellent customer service skills, interpersonal and organizational skills
- Previous parts experience, retail sales, or customer service experience is preferred
- Strong problem solving skills
- Ability to build and maintain lasting relationship with customers and suppliers.
- Ability to work in a team environment or independently
- Ability to travel as required
- Proven commitment to personal growth and development

The following would be considered an asset and should be outlined in your cover letter or resume:

- Knowledge of and/or ability to speak Inuktitut
- Mechanical aptitude
- Experience dealing with snow machines and All Terrain Vehicles (ATV)

We'd love for you to join us!

Applications accepted via email to [Human Resources](#) or by fax 204-632-8575

For more information you can visit [our website](#)

or find us on social media (click on icon)

