

JOB POSTING

Role: Operations Administrator
Reporting to: Installation Manager
Department: Warehouse
Application Deadline: September 30th, 2021

Since 1977 Gem Cabinets has been meeting the cabinetry needs of homeowners in Edmonton and surrounding areas, and now Gem is growing again! As a locally owned and operated family business Gem prides itself on its culture of taking care of its people. Whether that is our customers that we work hard for every day, or our employees that make what we do possible, people are at the center of everything we do. As part of our recent growth, we are looking to expand our dynamic team, and we are looking for someone with a particular set of skills.

The Operations Administrator will provide support to the Installation Department with administrative duties as needed.

The Operations Administrator will work in a fast paced but casual environment and play a supporting role in ensuring information is properly entered into BP, Installation Technicians get what is required in their packages, and maintaining accurate up-to-date information in a timely manner to make it easily accessible by all staff.

KEY RESPONSIBILITIES

- Create all installation packages
- Compose builder installation breakdowns
- Complete necessary daily data entry:
 - Receive back orders in BP is a two-part process:
 - The first, is determining where they go (to service/put with kitchen /shipping etc) and developing a spreadsheet for the warehouse people to receive
 - The second is after it is received by the warehouse the give the paperwork back and put in a received date, send out an email (by pressing a button) to the service coordinator.
- Bi-monthly installer invoicing
- Installer reports data entry
 - Service coordinator follow up and BP appt booking and updates
- Installs and QA phone support

KNOWLEDGE & SKILLS REQUIRED

- Excellent computer skills in Microsoft Outlook, Word, and Excel
- Excellent and effective written and verbal communications skills, along with good interpersonal skills
- Must be able to work independently with minimal direct supervision and as part of a team
- Perform consistently under pressure and handle pressure/disappointment professionally
- Consistently follow up on items/tasks
- Must be focused and attentive to details
- Must be able to function with interruptions and deadlines
- Strong organizational skills with ability to handle multiple priorities effectively
- Able to work well with numbers
- Interest in keeping up with ever-changing technology

If this opportunity sounds like one you might be interested in, we would love to hear from you. At Gem Cabinets all of our roles are essential to delivering an exceptional customer experience, and we pride ourselves on our culture. To apply email us at sheriwalker@gemcabinets.com