

## Job Opportunity

**Position:** Logistics and Service Coordinator  
**Reports to:** Production and Service Manager  
**Location:** On-Site

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## About Us

Established in 1982, InstanTEL is the global market leader in the design and production of vibration, air-overpressure and noise monitoring instrumentation. Our products are used on projects in over 85 countries. Applications include civil engineering, construction, environmental, mining, mining exploration, quarry, underwater, structural health, human annoyance, military, and noise. We are proud of our position as an industry leader and are always committed to improvement. We understand the challenges faced in these fast-paced environments and provide the tools to get the job done safely and within regulation. Join a world-class team that continuously pushes the limits in the relentless pursuit of excellence and innovation in monitoring equipment.

## Job Details

### Responsibilities:

#### Logistics Coordinator (approx. 70% of time)

- Ensure that revenue targets are over-achieved.
- Daily use of the MRP system to manage stock and identify material shortages.
- Coordinate with vendors and manage the most efficient shipments to remain cost-effective, combining shipments based on their routes and timeline.
- Perform daily scheduling of logistics (delivery and collection).
- Manage cross-border & overseas freight coordination and documentation.
- Unpackage and release service units onto the shop floor.
- Package and document repaired/new units against sales orders for shipping
- Comply with all company, governing, and equipment-specific safety regulations, as well as environmental regulatory compliance requirements at all times.
- Maintain a clean, organized, professional, and safe work environment.
- Assist in regular inventory cycle counts.
- Backfill and support the Material Controller.

#### Service Coordinator (approx. 30% of time)

- Prepare quotes for returned service equipment.
- Ensure turn-time and revenue targets are over-achieved, which is a key process for customer retention.
- Act as the point person for Dealers and Customers regarding all aspects of the Service Department.
- Manage and respond to incoming service requests through email, phone, and website.
- Maintain Return Merchandise Authorization (RMA) database information.
- Create new Customer/Dealer accounts in the order entry system and perform credit checks when necessary.

- Work with the Purchasing & Finance Department to resolve credit issues when they arise.
- Coordinate Service Technicians with the Service Coordinator and Team Lead to maximize flow (and revenue).
- Provide detailed daily, monthly, and quarterly forecasting to leadership.
- Aid in generating daily, weekly, and monthly reports to assist with strategic decisions.
- Obtain customer approvals for service work orders.
- For time-sensitive projects, expedite shipments to ensure timely arrival to the customer.
- Maintain the service parts pricelists.
- Suggest and drive implementation of improvements to the Service Department.
- Support for the Service Coordinator and Sales Administrator (will be required to backfill for vacations and fully step into this role.)

### Qualifications:

- A university or college education is preferred
- 1-3 years experience in a Logistics role, managing stock and interacting with freight companies
- 1-3 years experience in a Service support role interacting with Distributors and customers
- Ability to multi-task while remaining focused on all tasks in a dynamic environment
- Strategic thinking, innovative creativity, analytical and superior organizational skills
- Exceptional time management skills
- Strong written and oral communication skills
- Ability to generate concise, succinct reports with meaningful insights
- Ability to develop and build confidence in customer relationships
- Proficiency with Microsoft Office, with a focus on Microsoft Word, Excel, and ERP systems
- Familiarity with Salesforce and Exactmax is an asset
- Ability to work with highly confidential information
- Experience with technical products and services is preferred
- Highly self-motivated
- A self-starter with keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-paced environment
- Demonstrated ability to work independently as well as work well in a team environment
- Ability to get results in an environment where interruptions may occur
- Friendly and confident when interacting with Dealers and Customers
- A personal commitment to responding promptly to Dealer and Customer requirements and needs, including follow-up to ensure issues are addressed to the Dealer's and Customer's satisfaction

### Employment Details:

- On-site
- 309 Legget Drive, Kanata, ON
- Full-time, permanent

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InstanTEL believes in giving each and every applicant an equal opportunity to succeed on their own merit. We strive to hire employees that reflect and support the diverse perspectives, experiences, and needs of employees and our communities. We remain committed to upholding the values of equity, diversity, and inclusion in our work environments. We know that diversity underpins excellence and that we all share responsibility for creating an equitable, diverse, and inclusive organization. Therefore, in pursuit of our values, we seek employees who will work respectfully and constructively with differences across the organizational hierarchy in actualizing priorities, goals, and principles of equity and inclusivity.

If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team. Please note that as part of our recruitment process, candidates in the final stages will be required to complete a background check which may include criminal background, credit, and driver's abstract check.