

Heavy Equipment Parts Associate - Bilingual (FR/EN)

About CanCrete:

CanCrete Equipment Ltd. headquartered in Mississauga, is a leading supplier of parts and equipment for Canada's concrete pumping market. With four stocking locations across Canada, we offer solutions to the concrete industry, be it through new equipment, used equipment, rentals, parts, service, or simply providing advice when needed.

The Role:

The Parts Associate will play a pivotal role with CanCrete, reporting to the Parts Department Manager and will be responsible for inside sales, purchasing, inventory management, warehouse management, and developing and implementing general business strategy. This full-time position requires close teamwork with all locations and all departments to ensure all deliverables are met.

Key Responsibilities:

- Provides help and advice regarding parts price & availability to customers who are experiencing issues or are planning maintenance for their equipment
- Keeps accurate record of discussions or correspondence with customers
- Inside sales using technical manuals to decipher required parts and troubleshoot equipment in a customer facing role
- Create sales orders for clients, aiming to achieve best in class customer service by way of meeting response timing and availability expectations
- Source and procure a multi-million-dollar inventory budget in a timely fashion to ensure customer needs are met
- Create purchase orders from vendors, ensuring pricing and lead times are accurate
- Participate in Parts Team meetings - review all pending and shippable sales orders and ensure business KPI's are being met
- Prepare and verify data for vendors and participate in supplier negotiations
- Responsible for managing inventory supply, inventory value, reorder points, rental inventory, BOM's, deadstock, and transfers between both locations
- Understand supplier and manufacturer promotions, pricing structures, ordering requirements, inventory levels, and communicate with other departments about changes as required
- Act as an escalation point and problem solver for customers and sales team
- Trade show planning, execution, attendance, and support

Qualifications:

- Minimum high school diploma although post-secondary education is an asset
- Bilingual (French/German/Spanish a second language) would be an asset
- 2+ years experience in a parts role
- An understanding of concrete, construction, and concrete pumping would be an asset
- ERP system experience would be an asset
- Proficiency in using Microsoft Office Suite applications
- Very strong written and verbal communication skills
- Proven ability to deliver results including KPI responsibility
- An organized, strategic thinker with strong business acumen and the ability to prioritize tasks at hand
- Valid G driver's license

What We Offer:

- Competitive salary
- Company sponsored pension matching program
- Complete benefits package
- Annual bonuses
- Lunches, BBQs, and gift cards
- Great career advancement opportunities
- A seat at the decision-making table for a high growth company and ability to make a difference in the direction of CanCrete

CanCrete is committed to an inclusive workplace that values and promotes diversity. We believe that our workplace should reflect the communities we serve, and we strive to build and nurture a culture where employees feel empowered and valued.