

Office Manager

Calgary, AB

Founded in Edmonton in 1990, Hi-Tech Seals is a leading Canadian seal, gasket, rubber and plastic component distribution and manufacturing company, with a longstanding commitment to customer service. Our staff works closely with customers to find the best solution for sealing needs. We offer an extensive line up of seals and seal related products, along with custom manufacturing capabilities to meet our customer's needs. Over our 30 years in business we have grown to multiple locations across Canada and the United States. We pride ourselves on providing superior customer service and products that go beyond our customer's expectations.

At Hi-Tech Seals our people are a key competitive advantage. We are committed to the professional development and education our employees and offer over fifty in-house training courses. In addition, Hi-Tech Seals encourages external training programs to achieve certifications, diplomas, degrees, and other beneficial courses to aid in employee's advancement in their career and the company.

Join a company that excels in developing and empowering employees to reach their potential.

Position Synopsis:

The Office Manager is responsible to oversee all customer service, warehouse activities, and building maintenance. The Office Manager is responsible for direct supervision of the Customer Service and Warehouse staff.

Primary Responsibilities:

Building Maintenance

- Participate in worksite hazard assessments, incident investigation, safety meetings, safety training, ensuring fire alarms, security system and fire extinguishers are operational.
- Perform or arrange for building maintenance duties as required including but not limited to replacing internal/external light fixtures, plumbing repairs, floor, wall, ceiling, roof repairs, grounds maintenance, electrical, heating, a/c, building ventilation, etc.

Delivery

- Respond to telephone calls from customers.
- Ensure timely loading and delivery of products to customers.
- Troubleshooting of customer order issues. (returned goods authorizations).
- Provide customers with sealing solutions based off application data.

Vendor Managed Inventory

- Count inventory on customer site.
- Strategic organization or customer inventory as required.
- Data entry of point of sales into Autopoint.



General

- Other worksite specific aspects of the Hi-Tech Seals Inc. safety program as required.
- Meet with officials as required regarding building code standards, etc.
- Oversees and reviews maintenance records. (fire extinguisher, security system)
- Purchasing duties in accordance with company policies and procedures as directed by Purchasing Manager.
- Reports WCB incidents to Human Resources.
- Other duties as required.

Human Resources

- Assists Branch Manager in conducting annual performance review of employees.
- In collaboration with Branch Manager, develop operational objectives for employees.
- Participates in recruitment of warehouse staff.

Education and Experience:

- At least 5 years of experience in the seal industry
- Grade 12 and/or post secondary education in Business Administration or other industry related discipline

Characteristics and Competencies:

- Has a good understanding of and adheres to all policies and procedures.
- Demonstrates ongoing commitment to high quality product, services and customer satisfaction.
- Maintains good attendance and timelines.
- Ability to shift strategic focus and activities quickly in response to changing organizational priorities and customer requirements.
- Establishes and maintains effective relationships with internal and external stakeholders.
- Identifies a number of solutions and weighs the value of each to improve results.
- Develops and accomplishes goals, delivering results consistent with objectives set out by Branch Manager.

Interested applicants should submit their application to Human Resources, Hi-Tech Seals Inc., 9211 – 41 Avenue NW, Edmonton Alberta T6E 6R5 or email hr@hitechseals.com

Visit our website at <http://www.hitechseals.com/careers>

