

# Order Desk Specialist / Parts Advisor



For our team in Burlington, ON

 **Location: Burlington, ON, Canada |   \$24.00 per hour**

Kinshofer North America is seeking an **Order Desk Specialist / Parts Advisor** to join our Inside Sales team in Burlington, Ontario. In this role, you will manage customer orders, prepare quotations, support parts inquiries, and ensure smooth order processing from placement through delivery. Acting as a key link between customers and internal departments, you will help provide excellent service and on-time delivery. The ideal candidate combines strong customer service and organizational skills with the ability to assist customers in identifying the right parts and products. Join a growing, innovative company that values teamwork, continuous improvement, and employee success.

## Key Responsibilities:

- ▶ Process incoming sales orders received from the sales team via phone and email.
- ▶ Review and verify all order information for accuracy and completeness.
- ▶ Enter and process orders in the ERP system in a timely and accurate manner.
- ▶ Prepare and manage customer quotations for products, parts, and related services.
- ▶ Follow up on quotations and provide pricing and product information as required.
- ▶ Act as a Parts Advisor by assisting customers and the sales team with parts identification, availability, and product selection.
- ▶ Communicate order discrepancies, delays, or issues to customers and internal teams.
- ▶ Coordinate with Purchasing, Production, and Shipping departments to ensure timely order fulfillment.
- ▶ Track orders from purchasing through final delivery to customer locations.
- ▶ Respond to customer inquiries regarding order status, shipping information, and product availability.
- ▶ Maintain accurate records of orders, quotations, contracts, and related documentation.
- ▶ Assist with inventory management and stock tracking to support customer demand.
- ▶ Obtain freight quotations and assist the shipping department with logistics coordination.
- ▶ Resolve customer concerns professionally and efficiently.

## Qualifications & Experience:

- ▶ Minimum 1 year of experience in inside sales, order desk, customer service, or a related role.
- ▶ Proficiency with Microsoft Office (Outlook, Excel, Word) and ERP systems.
- ▶ Strong customer service and communication skills, both verbal and written.
- ▶ Experience working in a business-to-business (B2B) environment.
- ▶ Excellent organizational skills with the ability to manage multiple priorities simultaneously.
- ▶ Strong attention to detail and commitment to accuracy.
- ▶ Comfortable working in a fast-paced environment.
- ▶ Ability to work collaboratively across departments.
- ▶ High school diploma or equivalent.

## Why Join Kinshofer North America?

- ▶ Stable and growing international organization, collaborative and supportive team environment.
- ▶ Opportunity to work with innovative products and industry-leading technologies.
- ▶ Professional development and growth opportunities.
- ▶ Meaningful role with exposure to multiple departments and business functions.

**Interested in joining our team?**

We look forward to receiving your application by mail or email (maximum file size: 10 MB).

Kinshofer North America • Attn.: HR • 5040 Mainway Drive, Unit #11 • Burlington, ON, L7L 5Z1

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