



## Parts Sales & Technical Support - Carrier Transicold

### About YOU

We are excited to be seeking a passionate and full-time, permanent member to join our team. With a high degree of technical and sales experience, you will be a huge asset to our Carrier Transicold parts department, as well as working hands-on with our team of technicians.

Your exceptional organizational and time management skills enable you to coordinate and optimize your work efficiently. You are a multitasker, able to move efficiently from one task to the next while remaining respectful, professional, and customer service driven.

In this position, you will be supporting external customers (on phones, emails, and walk-in's) and internal customers, such as technicians, fellow parts specialists, management, and service office members.

You are knowledgeable and technically inclined with electrical, mechanical, and operational functions of various machines and vehicles.

You are willing to mentor and support our jr. level technicians within the company by sharing knowledge, experience and a positive encouraging mindset. It is in your nature to create an environment that nurtures teamwork, efficiency and celebrates success!

### What you will do

- Position is required 5 days a week 9:00 AM – 5:30 PM
- Position is required at 986 Wall Street
- Providing cost estimates and issuing purchase orders
- Sell and order parts for customers including pricing
- Assisting with invoicing and payment processing
- Providing technical support and assistance to customers regarding use of products and services
- Operating equipment such as forklifts, cranes, and other machinery used to move materials in the shop (lending support to our auto / industrial time if needed)
- Performing basic repair and maintenance tasks on CTR machinery to ensure optimal operations and to safety codes by Manitoba safety laws and regulations
- Communicating with suppliers pertaining to order status, delivery times, and other issues that arise throughout ordering processes / transactions
- Assist technicians when needed
- Receive and put away parts in appropriate bin locations
- Managing incoming parts orders from technicians
- Ensure correct parts are charged on work orders at time taken (no delay)
- Manage shop supply inventory
- Data entry as required
- Follow up on back ordered parts with suppliers
- Read and interpret parts diagnostics and diagrams, share knowledge with technicians and other team members
- Use computerized inventory system / POS / debit machine
- Maintain a clean and safe working environment
- Ability to adapt to changing situations / circumstances
- Able to work effectively with a team and individually
- Understand the importance of communication and customer service

## Qualifications

- A high school diploma or equivalent education
- A valid driver's license, class 5 with clean abstract
- Willing to obtain WHMIS and TDG training / certification (CTR covers cost)
- Physically able to lift heavy objects on a regular basis
- Experience working in the automotive industry or related field
- Knowledge of parts and equipment
- Cataloging and inventory management skills
- Customer service and communication skills
- Highly organized with attention to detail
- Basic mechanical aptitude
- Minimum 3 years of parts experience an asset

## What CTR has to offer

- CTR Apparel
- PPE at CTR's expense
- Extensive Benefits Package (implementation upon hire)
- RRSP matching at 12 months of employment
- Employee discounts for Automotive & Industrial Supply
- Flexible shift options
- Team building events and outings
- Customer appreciation events

## A little about us

We are Manitoba's only Carrier Transicold Dealership for the truck and trailer refrigeration industry. We are an award-winning dealership, with 20+ awards in the past decade. Carrier acknowledges our thirst for excellence and supports CTR at a National level.

CTR is a Manitoba born company, team owned, with 54 years experience supporting our customers and growing a team that lives our values and that's something we are proud of.

We are a team of talented staff, we foster a culture built on dedication, success, and collaboration, all while prioritizing the needs of our customers and suppliers.

Our foundation is built and strengthened by the hard work and dedication of our amazing staff, who strive towards success together, embodying the values that make CTR.

At CTR we care about the well-being of our employees at home and at work. We offer an extensive benefits package including and not limited to; dental care, disability insurance, and an employee assistance program to ensure you can be your best self. We also understand the importance of a healthy lifestyle, providing extended health care, vision care, and an on-site parking.

We reward our employees for their hard work, offering profit sharing, and RRSP matching, and an opportunity to make an impact to our community.

Come join our team where you can build a fulfilling career and be part of a community.

Are you ready to become a part of our story? Send us your resume! Please send to [trish.seens@ctrgroup.ca](mailto:trish.seens@ctrgroup.ca) and [mike.winters@ctrgroup.ca](mailto:mike.winters@ctrgroup.ca) or call 204-471-5771 (cell) for more information.

**CTR Websites:** [www.ctrgroup.ca](http://www.ctrgroup.ca) [www.ctrautoparts.ca](http://www.ctrautoparts.ca)

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