



Established in 1995, Ontario, Cambrian Solutions is a vibrant sales and marketing company with a primary focus of supplying globally-sourced raw materials and chemicals to our expanding range of customers across Canada. We are a dynamic group of growth focused individuals who pride ourselves on our technical and solutions-oriented approach to our customers' needs.

Cambrian offers a competitive salary in addition to a positive and collaborative corporate culture. We believe in developing people as well as growing our business and make this philosophy a priority. Our head office is located in Oakville, Ontario. Please visit our website at www.cambrian.com to learn more about us.

Position Available: **Product Coordinator**

Type of Position: Full-time
Division: Health Ingredients
Primary Location: Oakville, Ontario
Hours of Work: 8:30 am to 5:00 pm, Monday to Friday

General Summary:

Responsibilities include establishing and maintaining relationships with suppliers and external business partners to facilitate business growth and profitability.

Major Tasks and Responsibilities:

Supplier Relations

- Establishes and maintains positive working relationships with suppliers and external business partners
- Effectively communicates with suppliers with regards to commercial issues, pricing, package size changes and MOQ adjustments with the goal of maximizing profitability for the division
- Arranges supplier visits and participates in supplier meetings to share knowledge and support the development of strategies to maximize commercial success
- Communicates customer opportunity updates and technical product inquiries to suppliers, with CD approval
- Uses literature, samples and documentation from suppliers to facilitate and share product knowledge with the sales team

Customer Relations

- Establishes and maintains positive working relationships with customers
- Liaises between customer service and the customer on any product order issues, such and pricing, delivery, and documentation
- Communicates with Sales on any product issues and requests their involvement on situations that require immediate action and/or resolution
- Notifies customers of supplier, product and documentation changes through email

Costing and Pricing

- Determines costs and gets direction from CD on price setting for new business opportunities; provides quotations to Sales Coordinators/Account Managers
- Creates, maintains and updates costing templates and budgetary price lists
- Coordinates with Operations team to determine input costs for new product development projects and conducts cost analysis and pricing



Product and Inventory Management

- Monitors inventory levels and the replenishment process to ensure stock levels are adequate based on regular/seasonal requirements as well as contractual agreements
- Works with the CD to establish, review and adjust minimum and maximum inventory level standards
- Works closely with the Regulatory Affairs Specialist on documentation/regulatory issues with particular involvement in regulatory implications for commercialization of new products
- Collaborates with the logistics team on procurement of products and the customer service team on customer-related solutions
- Coordinates special product labeling, repackaging and blending with internal teams and create work orders as required
- Requests documentation and technical information from suppliers for all products

Reporting

- Using profit margin reports, identifies unacceptable margins, and investigates reasons why margins might fall outside of expected levels
- Provides monthly forecast updates to key suppliers
- Manages, tracks and updates opportunities in eChempax

Administration

- Back up support to Documentation and/or Sales Coordinator when needed

Education and Experience

- University or college degree / diploma
- Previous industry experience preferred but not required,
- Minimum three years' experience in a customer service or sales supported related role.
- Experience working with multiple product lines, multiple customers and multiple Account Managers
- Understanding of GAAP

Required Knowledge and Skills

- Software knowledge of Microsoft Office Suite (Outlook, Word, Excel and PowerPoint)
- Familiarity with Customer Relationship Management (CRM) software
- Effective written and verbal communication skills, and ability to adapt communication style to the audience
- Exhibits good judgment and professionalism when dealing with both customers and internal team members
- Dynamic personality with an ability to work effectively independently and as part of a team
- Detail oriented with sound analytical and problem-solving capabilities, (outside the box thinking)
- Strong organization skills with the ability to work in a fast paced, deadline driven environment
- Ability to adapt to changing priorities and balance workload to meet new business requirements
- Ability to negotiate win-win situations

If you are interested in joining our team, please forward your resume and cover letter to careers@cambrian.com, Attn: Product Coordinator.