



Welding Product Specialist/Customer Service Representative

Brandon, Manitoba

Benefits of the organization:

- Excellent Salary (commensurate with experience)
- Full Benefits Package
- Award-Winning Employee Wellness Programming
- Growth and Development Opportunities

About Innovair Industrial:

Innovair Industrial is a proudly Canadian, Winnipeg-based independent distributor of compressed gases and medical supplies and equipment. They are a dynamic organization, recognized for their leadership, community involvement, and commitment to providing their employees with a great work environment, opportunities for growth, and competitive rewards.

To submit your candidacy: Please apply by emailing your resume in confidence to Brittney Frias; bfrias@peoplefirsthr.com

We thank all applicants for their interest; however, only those selected will be contacted.

On behalf of our client Innovair, we are looking for a Welding Product Specialist/Customer Service Representative to join their team. Reporting to the Branch Manager, this position is a technical, customer-focused role. The ideal candidate has a strong knowledge of welding processes, equipment, and related industrial applications. Key responsibilities include collaborating with teammates to provide customer solutions, leveraging product knowledge and research skills, processing and picking customer orders, coordinating delivery with Logistics, and addressing technical customer concerns.

As the Welding Product Specialist/Customer Service Representative you will:

- Provide exceptional customer service through in-person, phone, and email interactions, understanding customer needs to recommend suitable welding solutions, equipment, and supplies.
- Use advanced knowledge of welding processes to support customers with technical inquiries, product selection, troubleshooting, and generating sales by identifying new opportunities and building relationships.
- Accurately process and prioritize orders, coordinating with Logistics for efficient delivery based on customer needs.
- Liaise with the Product Group on customer demand and stock recommendations, ensuring alignment with current market needs.
- Collaborate across departments to enhance workflow efficiency and customer service, supporting other workgroups, including Shipping/Receiving, as needed.
- Maintain showroom presentation and conduct spot-check inventories.
- Ensure compliance with company standards, safety policies, and regulatory requirements.
- Actively contribute ideas, participate in projects, and complete additional tasks assigned by management.

You and Your Experience:

- Possess strong expertise in welding processes, equipment, and related products, including welding machines, consumables, and safety gear.
- Hold a valid Class 5 Manitoba driver's license in good standing, with a clear driving record (required).
- Bring at least 2 years of experience in Sales or Customer Service, ideally in a similar industrial setting.
- Have completed Grade 12 or equivalent education.
- Familiarity with TDG and WHMIS 2015 regulations is an asset.
- Physically capable of lifting, pushing, and pulling weights up to 75 lbs., and maneuvering equipment up to 1500 lbs. with appropriate techniques and lifting/pushing tools.
- Confident using handheld scanning technology and proficient in Microsoft Office programs (Outlook, Word, Excel).