

Document Title: Customer Order & Scheduling Analyst	Document #: SGI-JDR-094	Document Revision #: R0	Approved By: Human Resources
Department: Human Resources	Date Issued: July 3, 2025	Date Last Revised:	Date Audited:

SEPTIMATECH

GROUP INC.

POSITION TITLE: Customer Order & Scheduling Analyst

HEAD OFFICE LOCATION: Waterloo, Ontario, Canada

SALARY RANGE: Based on experience and qualifications

WORK SCHEDULE: Full-time, day shift

REPORTS TO: Order Management Supervisor

PERKS & BENEFITS: Comprehensive benefits program including health, dental, vision, paramedical, emergency travel assistance, group life insurance, critical illness, employee family assistance program, group RRSP with company matching, company events, employee wellness programs, casual dress code, flexible schedule, profit-sharing program, involvement in company teams (social committee, JHSC, etc.), training and development opportunities, tuition reimbursement options.

VACANCY STATUS: Current vacancy

PRODUCT REFERENCES: <https://septimatech.com> <https://www.youtube.com/@SeptimatechGroupInc>

POSITION PURPOSE:

Are you passionate about operational efficiency and delivering top-tier customer service?

We are seeking a **detail-oriented, proactive Customer Order & Scheduling Analyst** to join our Order Management Team. This cross-functional role is crucial for ensuring a seamless flow of our engineered-to-order (ETO) products, from customer purchase order (PO) receipt through final delivery and installation. If you thrive in a fast-paced, collaborative environment and enjoy being at the intersection of customer needs and internal execution, this could be the perfect fit.

As our Customer Order & Scheduling Analyst, you'll be the central link connecting customer expectations with our internal departments including Sales, Engineering, Manufacturing, and Field Service. You'll blend customer service, order entry, and scheduling support to ensure orders are processed accurately, timelines are meticulously tracked, and products are delivered on time, every time.

You'll collaborate closely with the Order Management Supervisor and Production Scheduling Coordinator to maintain lead time visibility, manage job progress, and proactively resolve any issues that could impact schedule adherence or customer satisfaction. Success in this role hinges on your exceptional attention to detail, crystal-clear communication, and robust cross-functional coordination. You'll also play a key part in fostering strong customer relationships, consistently delivering high standards, and ensuring we get the job done "Right the First Time."

WHAT YOU WILL DO:

- Accurately convert customer quotes (purchase orders) into sales orders by creating complete and accurate job folders, ensuring all details are validated and discrepancies are resolved in coordination with Sales, Quoting, and the Customer.
- Validate customer purchase orders and issue Order Confirmations (OCs) with a high level of accuracy.
- Process Reworks, ensuring proper approvals are obtained and rework folders are created and maintained.
- Communicate directly with customers via phone and email to provide timely updates on order status, shipping, and delivery timelines.
- Serve in a support role to internal stakeholders by ensuring customer requirements are clearly understood and properly communicated.
- Monitor and maintain order scope throughout the job lifecycle, ensuring alignment with on-time delivery goals and customer expectations.
- Document and manage any changes to order scope, including obtaining approvals and communicating updates internally and externally.

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- Coordinate and manage customer-supplied information, ensuring all required inputs are requested, validated, and logged.
 - Respond promptly to customer inquiries, proactively resolve potential issues, and escalate concerns when necessary.
 - Manage and follow up on “on-hold” work-in-progress items to ensure timely resolution.
 - Coordinate container sample requests, including labeling, storage, and disposal.
 - Support the continuous improvement of order management and customer service processes, with a focus on efficiency, accuracy, and customer satisfaction.
 - Assist in developing and refining best practices, tools, and procedures that support streamlined customer order management.
 - Provide backup support for general Order Management activities as needed.
 - Maintain and communicate current lead time documentation to internal stakeholders.
 - Generate, update, and analyze production scheduling reports to support planning activities.
 - Work collaboratively with the Order Management Supervisor and Production Scheduling Coordinator to support the creation and maintenance of production schedules for customer orders, stock replenishment, and repeat jobs.
 - Provide backup coverage for scheduling functions during vacations or as needed.
 - Assist in identifying potential scheduling delays or capacity issues and communicating with the appropriate internal teams to support on-time delivery
- * Please note that the duties, skills, and requirements in the posting are common to the role and do not represent an exhaustive list of tasks and duties. Some of the items may be subject to change based on the needs of the business and job function.*

WHAT WE ARE LOOKING FOR:

- **Education:** Diploma or degree in Business Administration, Supply Chain Management, Operations Management, or a related field; a focus in manufacturing environments is preferred.
- **Values:** A strong ethical foundation, core values, and personal integrity.
- **Team Player:** A strong team orientation and a continuous improvement mindset. Skilled at teamwork and relationship management; able to work collaboratively both within and outside your work group and speak effectively before groups of employees.
- **Technical Acumen:** Solid understanding of production planning, scheduling, change management, and technical documentation (e.g., bills of materials, capacity planning).
- **Tech Proficiency:** Proficient in Microsoft Office (Excel, Word, PowerPoint), with the ability to perform data analysis, generate reports, and maintain accurate documentation.
- **Problem-Solver:** Strong analytical and problem-solving skills, with the ability to evaluate complex data and propose actionable solutions.
- **Operational Savvy:** Ability to interpret and apply operational documents such as project timelines, budgets, design and production schedules, and inventory plans.
- **Adaptable:** Thrives in a fast-paced, dynamic environment; able to manage multiple priorities and resolve challenges under pressure.
- **Numerically Literate:** Strong numerical literacy; able to work confidently with figures related to cost, timelines, production targets, and resource allocation.
- **Detail-Oriented & Proactive:** Meticulous attention to detail with a proactive approach to identifying risks and ensuring project accuracy and completeness.

OUR COMPANY:

Septimatech Group Inc. was founded over 30 years ago in Waterloo, Ontario. Septima is derived from the Latin word for seven, representing our seven founding employees. Septimatech, pronounced Sep-TEAM-a-tek, places the emphasis on team, which is the heart of our company. Our people champion continuous improvements for our customers because we are passionate about innovation and delivering outstanding customer service.

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Our seven guiding principles, values and beliefs are the foundation of our company (Be Committed to the Customer, Deliver Superior Quality, Act with Trust and Honesty, Do Business with Class, and Dignity, Cooperate and Share Responsibility, Communicate Openly with Others, Take Leadership and Share the Excitement of Being Part of Septimatech).

Septimatech delivers custom productivity improvement solutions for packaging lines and machines worldwide. We manufacture innovative, precision engineered solutions that provide repeatable, accurate adjustment for intuitive setup, operations, and maintenance.

Septimatech has had experiences of working with more than 2800 types of packaging machines in personal care, home and fabric care, beverage, pharmaceutical and chemical industries. We are experts in overcoming challenges that threaten up-time, throughput, product handling and overall line performance.

We offer a friendly, supportive, and inviting work environment with a true team culture in a fast-paced customer-driven setting.

Septimatech is committed to promoting accessible recruitment as outlined in the Accessibility for Ontarians with Disabilities Act. Septimatech will attempt to accommodate persons with a disability in an appropriate and effective manner throughout all stages of the recruitment process. We would ask that those who require assistance to notify our office as soon as possible if accommodation is necessary.

The use of AI technology is not being used in the hiring process.