

Receptionist

Location: Bailey Metal Products Limited – Concord, ON

Department: Customer Service

Reports to: Customer Service Supervisor

Position: Replacement



About Bailey

Founded in 1950 by Sam Bailey, The Bailey Group of Companies (BGC) is a Canadian industry leader company with manufacturing locations in Ontario, Quebec, Alberta, and British Columbia, producing roll-formed products and providing steel slitting services for the commercial and residential construction industry. The BGC was a family-owned and operated company, that has been passed down through generations. Our growth over the decades resulted in our long-standing partnership with Saint-Gobain which led to BGC recently joining the Saint-Gobain organization. Our people, products, and industry are our pride while innovation and our customers are at the core of our business. Our associates are the key to achieving our vision of being the leaders in this industry, which is why we work hard to create a safe and healthy work environment where associates can achieve growth and development. Apply now, for this exciting opportunity!

Why Join Our Team?

- Market competitive remuneration package
- Employer-paid comprehensive benefit package
- RRSP matching program
- Education support program
- On-the-job training
- Employee referral program
- Personal protective equipment allowance

Position Summary

The Receptionist is responsible for a wide variety of clerical office duties in support of company administration. This includes coordinating and communicating office activities, greeting and screening visitors and answering and transferring inbound telephone calls. The Receptionist will also be responsible for administrating company correspondence.

What you'll do:

- Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties in a timely, professional, and courteous manner.
- As a representative of the company, present a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions, through all forms of communication.
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
- Take and record telephone, e-mail, or written message for associates as requested and notify that associate in a timely manner
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Receive and distribute all forms of mail correspondence to appropriate parties.
- Maintain the reception in a tidy and presentable manner and ensure common areas are kept tidy.
- Assist with scanning and filing of bill of lading's ("BOL") and email to customers when required.
- Reconciliation of all courier Invoices and statements.
- Work closely with the Customer Service Supervisor to develop new ideas and support a continuous improvement process within and beyond own area of responsibility.
- Prepare and mail Bailey sales and marketing literature and product binders for sales staff as needed.
- Keep track of (log) all customer calls to Sales Representatives.

What you'll need:

- 3+ years of experience in a customer service or administrative role is preferred.
- Must be proficient in Microsoft Office
- Must have exceptional written and verbal communication skills.
- Excellent inter-personal skills
- Self-Starter with the ability to work in a fast-paced environment.

Working Conditions:

- Office environment
- Extensive telephone use.
- Overtime as required.

Learn more about us at <https://www.bmp-group.com/>. To apply, submit your resume to recruitment@bmp-group.com with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.

We are an equal-opportunity employer committed to providing and maintaining a fair, equitable, and diverse workforce. All qualified candidates are encouraged to apply. Applicants should advise Human Resources if they require any type of accommodation during the recruitment process.



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