



B&D Manufacturing Ltd. has been a leader in the mining manufacturing industry for over 40 years and is looking for a Qualified Customer Service Representative to contribute to the continued track record of success. We are looking for a detail-oriented individual that lives and breathes our core values of Passion, Recognition, Innovation, Dedication and Empowerment. Reporting to the Operations Manager, the responsibilities of the Customer Service Representative include fitting and joining, fabricating, and repairing metal and other material by applying appropriate welding techniques in accordance with product specifications and production schedules.

## Customer Service Representative

### What you will do

- Answer incoming calls from customers, providing excellent customer service and accurate information regarding the company's products and services
- Create job/sales orders
- Receiving, check and process purchase orders and paperwork
- Provide support and answer questions from customers in relation to incoming jobs
- Send order acknowledgements to customers
- Issue jobs for production, repairs, and field services, according to demands generated from finished goods stock requirements and planned or unscheduled job shop related activity using B&D computer programs
- Create and maintain monthly and annual jobs from JobBOSS
- Maintain accurate filing systems, both in hard and soft copy
- Provide administrative support to the Engineering team
- Provide and maintain the Sales CRM System Dynamics 365

### What we need

#### Minimum Education

- High school diploma or equivalent
- College diploma in a related field preferred

#### Minimum Experience

- One year of experience in a related field preferred
- Experience working in an ISO quality environment is required
- Experience working with customers and providing excellent customer service required
- Manufacturing experience a definite asset.
- Quoting experience preferred

## Skills and Abilities

- Strong organizational, planning and time management skills
- Ability to work cooperatively and willing to assist others
- Strong mathematical skills
- Attention to detail in all areas of work
- Able to effectively communicate both verbally and in writing
- Strong work ethic and positive team attitude
- Excellent keyboarding skills with the ability to work with adding machines and various computer applications
- Self-motivated with the ability to work under pressure independently or within a team in a fast pace environment
- Knowledge of Health and Safety Regulations as outlined in the Occupational Health and Safety Act and maintains a strong commitment to the B&D Manufacturing Safety Program at all times

## Wage:

- To be negotiated

## What we love

- Strong work ethic
- Positive Attitude
- Collaboration
- Innovative Thinking
- Safety and Quality Conscientious

## Job Type

- Full-time, Permanent

## Benefits

- Comprehensive Health Benefits
- Matching RRSP

## Schedule

- Monday to Friday 6:30 a.m. – 3:00 p.m.

Interested applicants may submit résumés via email to: [careers@bdfmg.com](mailto:careers@bdfmg.com)

**Or by mail to: ATTN: Lisa Schutt**

**4703 Regional Road 15, Chelmsford, Ontario P0M 1L0**

**When applying, please Quote:** Customer Service Representative

We appreciate all applicants and only those suitable for an interview will be contacted.