

Receptionist

Location: Bailey Metal Products Limited – Concord, ON

Department: Customer Service

Reports to: National Customer Service Manager



About Bailey

Founded in 1950 by Sam Bailey, The Bailey Group of Companies (BGC) is a family-owned and operated Canadian company recognized as an industry leader. With manufacturing locations in Ontario, Quebec, Alberta, and British Columbia, the BGC has grown tremendously over the past 70+ years, producing roll-formed products and providing steel slitting services for the commercial and residential construction industry. 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 Front Desk 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, sending courier shipments, and answering and transferring inbound telephone calls. As a representative of the company, the Receptionist presents a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions, through all forms of communication.

What you'll do:

- Respond to telephone, e-mail, and in-person inquiries from customers, business partners, and other parties in a timely, professional, and courteous manner.
- Take and record inquiries, telephone, e-mail, or written messages for associates across the organization as requested and notify that associate, division, or department in a timely manner.
- 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.
- Assist with basic administrative tasks such as data entry, filing, and photocopying.
- Maintain the reception in a tidy and presentable manner and ensure common areas are kept tidy.
- If needed, as a backup to Shipping, scan and file BOLs.
- Email BOLs to customers who require a copy.
- Reconciliation of all courier Invoices and statements.

What you'll need:

- Must be proficient in Microsoft Office
- Must have exceptional organizational skills, attention to detail, and ability to multitask effectively
- Excellent communication and interpersonal skills
- Self-starter with the ability to work in a fast-paced environment.
- Previous experience in a customer service or administrative role is preferred.
- Professional appearance and demeanor

Working Conditions:

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

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