



## Operations and Sales Support Position

### Job Description

#### Type:

Part-time transitioning to Full time, hourly position

#### Location:

GCP Corp.268 Water St. N., Cambridge, Ontario.

#### General:

GCP Corp is a successful enterprise supplying kitchen and bath cabinetry to the new home market in southwestern Ontario. We are experiencing substantial growth and we now require another dedicated team member.

The successful candidate for this position will be working together with our sales and operations team to create future successes. Personal growth opportunities and advancement will be available to the person who demonstrates and excels at the level of skills and customer service that the position requires.

#### Required skills and experience

- Proven organizational and multitasking skills.
- Above average interpersonal skills.
- Detail oriented with excellent time management skills.
- Ability to prioritize and to work on own initiative.
- Technical training and certificates in computer programs, including AutoCAD, 20/20 or other 3D program and Microsoft Office Suite, or current registration in same.
- Ability to efficiently and accurately produce perspectives and renderings of kitchen and bath plans.
- Minimum 2 years' experience in a Kitchen & Bath builder environment preferred.
- Ability and willingness to present ideas and work as part of a team.
- Flexible and willing to go the extra mile, to meet project deadlines or client schedules.
- Prompt, diligent and personally organized.

#### Duties

- Prepare design and/or working drawings, using AutoCAD and/or AyA Design Software and/or by hand, as directed by the Manager for pricing and sales presentation.
- Prepare files and drawings, using AutoCAD and/or AyA Design Software and/or by hand, as directed by the Manager for ordering.

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- Prepare/order regular production orders and/or Service materials as required and directed by Manager
- Liaise with suppliers, installers, trades and clients with respect to service and installation scheduling, pickups and deliveries, and other matters as directed and record and relay information.

## Customer Service

- Meet builders' clients in showroom and explain our products, services and process. Undertake basic qualifying and gather information and forward same to Sales.
- Assist current clients, as able, in absence of Sales.
- Handle telephone enquiries. Direct calls. Record and distribute messages.
- Take service calls from clients. Provide information to Sales and/or Operations Manager to aid in resolution of same.

## Office administration

- Organize and maintain files, paperwork and data in appropriate manner.
- Maintain, organize and update Product Information Binders, and Price Books.
- Liaise with Manufacturer's Representatives to ensure correct and up to date information and pricing.
- Maintain and update Sales records, Purchase orders, Client and Contact information

## Other duties

- Participate in training programs as directed by company, at company's expense.
- Schedule and attend in-showroom training sessions with supplier's sales reps as directed by the Manager.
- Complete special time sensitive projects, as assigned
- Other duties as assigned by the Manager.

## **COVID-19 considerations**

After initial training, some work from home options are available