



INSIDE SALES & OPERATIONAL SUPPORT

FULL-TIME | GUELPH, ONTARIO

BONDYN PRODUCTS INC.

(519) 824-7565

www.Bondyn.com

JOIN THE BONDYN TEAM

Bondyn Products Inc. is a global supplier of specialized products, equipment and technical solutions for bulk material processing with a focus on mining, aggregate, and heavy-industrial sectors. We are seeking an organized, focused professional to join the team located at our Guelph Head Office to support sales, order entry, customer service, purchasing and internal operations.

ROLE SNAPSHOT Approx. 85% inside sales & customer support | 15% operational support
Full time - In office Monday - Friday 8:00am - 5:00pm

KEY RESPONSIBILITIES

- Respond promptly, professionally and accurately to inquiries from customers and the outside sales team.
- Gather the necessary information from customers, sales and historical data to accurately prepare quotes and orders.
- Identify new sales opportunities and offer companion product when preparing quotes and orders.
- Follow up on open quotations with the goal to convert quotations to orders or advise if lost sale.
- Issue purchase orders and work with suppliers to insure order accuracy and lead times are met.
- Tracking orders from conception through to invoicing. Notify customers of any issues that may arise and propose solutions to meet their requirements.
- Supporting outside sales through promoting various marketing campaigns.
- Maintain accurate customer, contact, quotation and opportunity information in Bondyn's systems.
- Develop working knowledge of Bondyn's products, suppliers and industrial applications.

OPERATIONAL

- Maintain accurate information in Bondyn's Spire ERP system and assist with customer invoicing.
- Process AR/AP batches and payments.
- Scrutinize freight bills for accuracy, process dispute if not correct and follow up until rectified.
- Assist with transaction matching, discrepancy investigation and approved routine reporting.
- Assist in reconciling GL Accounts

QUALIFICATIONS

- Three or more years of inside sales, customer service, order-management or sales-support experience.
- Experience in aggregates, mining, crushing, screening, heavy equipment or industrial products is strongly preferred.
- Post-secondary education in business or marketing is preferred.
- Strong mechanical aptitude and the ability to learn technical products and applications.
- Good mathematical skills, including working with imperial and metric measurements.
- Experience preparing quotations and processing customer orders with strong attention to detail.
- Experience with ERP, CRM, accounting or quotation software; Spire experience is an asset.
- Strong Microsoft Outlook, Excel and Word skills.
- Professional fluency in English, French and Spanish-language are a significant asset.

THE IDEAL CANDIDATE

- Resourceful, highly organized, dependable and calm under pressure.
- Professional and confident when communicating with customers.
- Proactive, commercially aware and comfortable identifying opportunities.
- Technically curious, accountable and consistent with follow-through.
- Honest and comfortable working independently and as part of a team.

COMPENSATION & BENEFITS

- Competitive salary based on experience and technical capability.
- Sales based incentives.
- Employee benefits and paid vacation.
- Product, supplier and system training.
- Opportunities for increased responsibility and promotion as Bondyn continues to grow.

TO APPLY FOR THIS POSITION, PLEASE EMAIL YOUR RESUME TO: SUCCESS@BONDYN.COM

Partners for Success

HELP US RESPOND FASTER, QUOTE ACCURATELY AND SERVE CUSTOMERS BETTER.

Bondyn Products Inc. is committed to dependable service, technical learning and profitable growth.