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Estimator + Customer Service

Ridalco Industries Inc., a 73 year old Ottawa, Ontario based manufacturer of precision metal products for a variety of industries and applications, is looking for an enthusiastic and technically skilled Estimator and Customer Service Representative to provide exceptional customer service while working with our General Manager to assist him with project estimating, CAD drawings, and sales. This position reports to the GM and the Vice President.

The ideal candidate will have over 3 years of experience in the sheet metal industry as well as experience in sales and customer service. He or she must have experience in production estimating and using CAD software such as AutoCAD. The ideal candidate must have excellent time management skills and be extremely organized with the ability to effectively multitask. He or she should be fluently bilingual in both English and French and should be comfortable using a computer. The candidate must be able and willing to learn on an ongoing basis. The ideal candidate must possess a high school diploma. Post-secondary education in a technical field will be considered an asset.

Job Responsibilities:

- Respond to inbound inquiries and convert to new customers
- Greet walk-in customers and assist them with their inquiries and purchases
- Build relationships and identify repeat business opportunities
- Provide courteous and professional service via telephone and email to current and potential customers
- Recognize opportunities to promote and sell our products
- Create and modify orders, assist customers with ordering process
- Resolve customer issues by providing solutions which are mutually beneficial
- Daily cash handling, including debit, credit, and cash transactions
- Order tracking and management through fabrication process
- Stock room/inventory management
- Read and interpret CAD drawings in order to prepare project estimates
- Estimating for residential and commercial projects including countertops, sinks, backsplashes, and custom parts
- Prepare drawings by hand or using AutoCAD or similar CAD software
- Assist the General Manager with purchasing component parts and raw materials
- Store front maintenance – ensuring the space is clean and organized

Please submit your resume with salary expectations by fax or e-mail in .doc, .docx, or .pdf format to:

Scott Hunnisett
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f: (613) 745-6452

We would like to thank all applicants for their interest, but only those selected for an interview will be contacted.