

## Who We Are

Knapp Fasteners Inc. is a privately owned fastener distributor located in Cambridge Ontario. Since its establishment in 1987, Knapp Fasteners has strived for exceptional service and going the extra mile for all our customers. We set high standards for ourselves and are proud to be an ISO 9001:2015 certified company.

## What We Can Offer You

We are proud to provide a great place for our employees to come to work with a strong company culture. Knapp Fasteners offers our employees:

- Competitive salaries
- Employer paid benefits package
- RRSP savings plan with employer contribution
- Onsite fitness facility
- Monthly team lunches and social activities

## Inside Order Desk Representative

We are looking for a kick-ass, enthusiastic and personable team player who is driven by relationship building and maximizing our global client experience.

You would be responsible for preparing customer quotations, executing sales orders, resolving order issues, and ensuring proper inventory is maintained for existing and upcoming orders.

## The Nuts and Bolts of What You'll Be Doing

- Build quality relationships with clients and suppliers
- Quote clients for potential orders in a competitive and timely manner
- Process client purchase orders and confirm details
- Maintain information regarding open purchase orders and communicate any changes with our clients
- Inquire about current client's fastener requirements and new opportunities to supply other products

## What You Bring

- Post-secondary education in Business, Administration or similar program or experience in fastener sales
- Experience in sales is an asset
- Fastener knowledge is considered an asset
- Engaging and positive outlook to provide helpful customer service to our clients
- Excellent communication and problem-solving skills
- Ability to demonstrate strong organization and attention to detail
- Proficient with Microsoft Suite including Office, Outlook and Excel
- Bilingual in French is considered an asset

*We offer positions at a variety of levels. New grads and experienced candidates both welcome!*

### **What It Takes to Succeed**

- A winning attitude with a commitment to quality and service
- Respect for others
- Dedicated and hard-working
- Honest and a positive attitude
- Results-focused
- Commitment to confidentiality

*Knapp Fastener's is committed to providing a barrier-free interview process and accommodating applicants' needs in accordance with Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Should you be selected for an interview, please make us aware if you require any accommodations during the recruitment process.*

### **Benefits:**

- Company events
- Company pension
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- On-site gym
- On-site parking
- Paid time off
- RRSP match
- Vision care

Job Type: Full-time

### **Schedule:**

- Day shift
- Monday to Friday

### **How to Apply**

Send your cover letter and resume to [jenny@knappfast.com](mailto:jenny@knappfast.com). We look forward to hearing from you.