



Position: Production and Sales Admin Assistant

Reports to: VP

Overview:

The Production & Sales Administrative Assistant is responsible for supporting the sales, production, and QA departments at the GCM Canada facility. This role assists with order processing, customer communication, production documentation, document control, and general administrative support to help ensure daily operations run efficiently.

Sales & Office Assistant Responsibilities

- All general administration tasks as required. (Invoicing, filing, answering phones, scanning documents, year-end filing, labeling new work orders, maintaining the order and shipping dashboard, order office supplies)
- Assist the sales team with order entry and processing following management approval.
- Send customer order confirmations and communicate delivery timelines once production schedules are confirmed.
- Send customers daily and weekly open order status reports.
- Assist sales with incoming document requests.

Production and QA Assistant Responsibilities

- Maintain and track calibration logs for gauges, chart recorders, torque tools, welding machines, ovens, and measuring tools.
- Scan and organize production and QA documentation including drawings, MTRs, test reports, and NDE reports within the company system.
- Log and create RAW IDs for shop materials after PMI completion for all received materials purchased for stock or COGS buys.

Knowledge, Skills and Abilities

- Energetic, self-starter with the ability to adapt to change in a highly dynamic work environment.
- Ability to communicate effectively (written and verbal) with all staff levels and clients/customers.
- Ability to maintain a high level of activity, manage multiple competing priorities, and work effectively in a result-driven culture.
- Open to changes and taking on new tasks as needed.
- Experience with ERP systems or document control processes is considered an asset.
- Microsoft Office proficiency.