

JOB OPPORTUNITY FOR ORDER ADMINISTRATOR

Join Our Team at AMBICO – A World-Class Manufacturer of Doors, Frames, and Windows!

Are you ready to open the door to an exciting career in manufacturing? Our dynamic and innovative door manufacturing company is looking for passionate individuals to join our team!

AMBICO is a family-owned business with a proud legacy of excellence dating back to 1955. As a world-class manufacturer of high-performance and decorative doors, frames, and windows, our mission is to deliver innovative solutions that meet the evolving needs of our clients while maintaining a commitment to quality, precision, and design. Together, we are shaping the future of door hardware manufacturing with innovation, integrity, and craftsmanship.

At AMBICO, we value potential as much as experience. If you believe you can bring value to the team, even if your background doesn't align perfectly with the job description, please apply.

SCOPE OF POSITION:

Reporting to the Director of Customer Relations, the Order Administrator works with the Estimator and/or Senior Estimator to ensure the correct scope of work and price is accurate and has been approved by the Customers Purchase Order to set the order in motion. They coordinate with Accounts Receivable to ensure adequate credit and/or payment terms have been established. They create and manage sales and quote reports for sales funnel management and they create the order package for the PM team.

KEY RESPONSIBILITIES:

- Administer the purchase order process by verifying quote and order accuracy, resolving discrepancies, and preparing the final electronic order package with quotation history, including communicating with customers to gather and confirm all required information.
- Ensure that each order is accurately assigned to the appropriate account.
- Provide new accounts with the necessary documentation to establish payment terms and submit required information to the Finance Department
- Create and organize order folders/shortcuts on shared drive to electronically file all details. Log project updates into the CRM tracking system
- Generate and authorize the use of new item numbers in accordance with established procedures.
- Create the Sales Order, Order Confirmation and the Order Acknowledgement using the financial tracking system (SAGE).
- Prepare line listings as required.
- Complete wood specification sheets as needed.
- Research and document project locations and descriptions for tracking, establishing proper commission splits, and preparing order package covers.
- Check Sales Rep Commission and adjust for split commission where appropriate. Send finalized Acknowledgement copies to the Customer and/or Area Representative
- Transition approved orders to the project management team and recommend internal handoff meetings where necessary - or auxiliary orders to the appropriate board for the production team to fulfill.

- Follow up or coordinate with the Customer on auxiliary orders with courier tracking or shipment pickup details
- Prepare sales, quote, and cancellation reports for management.
- Work collaboratively with colleagues in cross-functional roles and departments for related projects.
- Ensure compliance with all company policies, procedures, and standard operating processes to maintain quality, safety, and efficiency standards.
- Back up to reception
- Other related duties, as assigned.

REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS:

Education: Diploma in office administration, project management or a related field and some demonstrated experience in administration related to sales or equivalent knowledge and experience

- Knowledge of how to read architectural drawings and specifications.
- Knowledge of accounts receivable.
- Research and analytical skills with exceptional eye for detail.
- Experience providing office administration, including preparing documents and tracking information for follow up.
- Experience preparing and delivering quotes, purchase orders, and invoices.
- Hands-on experience with MS 365 (Excel, Outlook), Adobe Acrobat required; experience with Monday.com, ACCPAC or content management systems is an asset.
- Bilingual (English/French) is an asset.
- Experience working in a manufacturing or construction environment is an asset

COMPETENCIES:

- Customer Focus: The extent to which employees know their customers (both internal and external) identifies their needs and serves them in a professional and courteous manner that is satisfactory.
- Teamwork: Working co-operatively and collaboratively with others to achieve group and organizational goals.
- Professionalism: The extent to which the employee consistently demonstrates and maintains proper workplace behaviour ethics, and values in performing job duties, interacting with co-workers, customers and general public presenting a positive image of the company.
- Adaptability: The ability to readily adjust one's behavior and react positively to change to meet the demands of a changing work environment. Understands and appreciates different and opposing perspectives on an issue, adapting one's approach as the requirements of a situation change, and changing or easily accepting changes in one's own organization or job requirements.
- Communication: The ability to clearly deliver and receive information to communicate effectively with others in both written and spoken forms.
- Problem Solving and Decision Making: The capacity to recognize, systematically clarify and define problematic situations by applying a clear, logical thought process to understand the situation, identify solution/s for their consequences and selecting /recommending the best course of action.

WORK CONDITIONS:

- Extensive computer use and may involve long periods of sitting.
- Extensive mental effort to analyze information and prepare written materials.
- Attendance in the office 5 days a week normally.
- Significant relationship management with internal and external stakeholders.

WHY JOIN AMBICO?

- Comprehensive health, dental, and vision coverage
- Paid time off and a supportive work environment
- Opportunities for professional development and training
- Work with a team that values family, tradition, and excellence

AMBICO is committed to diversity and equity in our workplace. We welcome applications from individuals of all backgrounds, including but not limited to Women, Aboriginal persons, Persons with disabilities, Ethnic minorities, Persons of minority sexual orientation or gender identity, Visible minorities, and others who may contribute to the diversification of our workforce and share our values.

If you are invited to continue the selection process, please notify us at hr@ambico.com as soon as possible if you require any adaptive measures to support your participation. We provide accommodation to ensure a fair and inclusive recruitment process for all candidates.

Apply Today!

Apply by sending your resume to recruitment@ambico.com and quote 25-36 Order Administrator in the subject line by December 19, 2025. If you would like more information about this position, including the full job description, please contact HR.

Note: Interviews will be conducted on a regular basis. Early applications are encouraged.