

Order Operations Specialist

Department:

Finance & Corporate Services

Location:

Hawkesbury, ON (onsite)

Reports To:

VP, Finance & Corporate Services

About Tulmar

Tulmar Safety Systems is a Canadian manufacturer supporting military and aerospace customers with life-saving equipment and advanced textile-based solutions.

Our work supports those who operate in some of the most demanding environments in the world. As we continue to grow, we are investing in better systems, smarter processes, and emerging technologies including automation and AI to improve how we operate and scale.

Position Summary

The **Order Operations Specialist** supports Tulmar's customer order execution while playing an active role in improving how work gets done.

This role is responsible for managing customer orders, maintaining accurate data in ERP/CRM systems, and coordinating closely with Sales, Operations, and Finance.

As Tulmar continues to invest in automation and digital tools, this position will also contribute to identifying inefficiencies, improving workflows, and supporting the evolution of more efficient, scalable processes.

This role is ideal for someone who is detail-oriented and reliable, but also motivated to improve systems, reduce manual work, and grow alongside the business as it modernizes its operations. Over time, this role is expected to grow in responsibility as Tulmar continues to modernize its systems and processes. You will be tasked to question existing processes, suggest improvements, and help implement better ways of working.

This newly created role is well suited for someone who takes pride in making processes more efficient and enjoys finding better ways to get things done.

We value resilience, caring, and integrity — and take pride in building a team that reflects these principles in how we work and support each other.

Key Responsibilities**Order Operations & Coordination**

- Coordinate customer orders across Sales, Operations, and Finance to ensure accurate and timely execution
- Maintain and update delivery schedules and communicate changes to relevant teams

- Execute and manage customer orders in ERP system
- Track priority orders and support expedite requests
- Manage customer and internal communications related to orders, delivery, and pricing
- Process RFQs, bid packages, and purchase orders from customer portals
- Prepare quotations and support tender review processes
- Assist in resolving customer issues, complaints, and RMAs

Coordination & Data Integrity

- Maintain accurate customer and order data in CRM and ERP systems
- Support production meetings and scheduling coordination
- Assist in maintaining internal records and documentation

Process Improvement & Systems Support

- Identify inefficiencies in order entry and workflow processes and suggest practical improvements
- Support the gradual transition from manual processes toward more automated and efficient workflows
- Contribute to and support automation initiatives aimed at reducing manual work and improving data flow
- Support implementation of process improvements and system enhancements (e.g., ERP, Wisys)
- Assist in data cleanup, standardization, and documentation
- Work collaboratively with Business Systems and Operations teams to improve execution

Qualifications & Experience

- Post-secondary education in a relevant field (e.g., business, technology, management information systems, computer science) is considered an asset
- Relevant experience, technical aptitude, or demonstrated interest in systems, automation, or process improvement may be considered in place of formal education
- Experience working with ERP or CRM systems preferred
- Strong proficiency in Microsoft Office (especially Excel)
- Demonstrated interest in improving processes or learning new tools is considered an asset
- Experience in customer service, order processing, or similar operational roles is considered an asset, but not required
- Due to Controlled Goods and International Traffic in Arms Regulations (ITAR) requirements, candidates must be Canadian citizens or permanent residents and will be required to successfully complete a criminal background check.

Salary range: \$50,000 – \$65,000