

Title: Inside Sales Representative

Location: Langley

Reports to: Operations Manager

POSITION SUMMARY

The Inside Sales Department works cooperatively with our outside sales team, Manufacturing Planning Department, Logistics Department, and other departments of our company to grow existing customers, create new customers, and meet or exceed monthly sales budgets at the appropriate gross margin while increasing customer satisfaction.

DUTIES AND RESPONSIBILITIES

- Utilize relationship selling/customer focused selling techniques by working closely with customers to solve their problems, increase their profits and/or increase their productivity
- Generate new and repeat sales by providing product and technical information in a timely matter
- Determine customer requirements and expectations in order to recommend specific products and solutions based on cost, availability, or specifications to increase customer satisfaction and improve transaction profitability
- Increase sales and average order size by means of cross-selling, up-selling, and add-on sales
- Present price, credit, and terms in accordance with procedures and customer's profitability profiles
- Accurately process customer transactions such as orders and quotes
- Utilize materials to maintain accurate inventory
- Send manufactured orders through the Manufacturing Planning Department
- Perform distribution item estimating and complete order entry/pick lists
- Monitor scheduled ship dates to ensure timely delivery and expedite as needed
- Educate customers about terminology, features and benefits of products
- Fill requests for information or samples
- Utilize CRM System effectively. Daily updates include: customer profiles, customer files, add sales notes and "deals."
- Follow up on quotations and customer related items in a timely fashion
- Contact customers following sales to ensure ongoing customer satisfaction and resolve any issues
- Complete all levels of training – including IAPD Education Programs and in-house product and sales training.
- Gather competitor information and other market information
- Work closely with our vendors/suppliers to assist company and customer needs
- Perform other duties as assigned

SKILLS, EDUCATION & EXPERIENCE

- Postsecondary education in business, marketing, economics, or a related field an asset
- Possesses a results driven attitude
- Demonstrates understanding and application of effective selling strategies and techniques
- Proven understanding of the industry, products, applications and area of service an asset
- High level of critical and logical thinking, analysis, and reasoning skills
- Demonstrated independent work initiative, sound judgement, and a professional demeanor
- Possesses outstanding organizational skills and attention to detail
- Excellent interpersonal, communication, and relationship management skills
- Able to read and interpret drawings and blueprints as well as work instructions and procedures
- Possesses a high level of integrity, confidentiality, and accountability
- Displays a well-defined sense of diplomacy, including solid negotiation, conflict resolution, and teamwork skills
- Possesses excellent time management skills and tact under pressure
- Proficient with personal computers, MS Office Suite
- Able to perform business math (basic algebra, compute rate, ratio, etc.)