



JOB DESCRIPTION

Position: Commercial Sales – Inside Support

Date: 2020

Reports to: Supervisor/Manager

Position Summary:

The Commercial Sales Inside Support position is part of a select team responsible for the development and management of sales initiatives and activities focusing within the commercial segment. This role is the front line customer service representative for commercial accounts. A strategic approach will be critical to the sales process which includes establishing market pricing, tracking and following up on all opportunities, providing technical support and networking with customers and vendors.

Main Functions include:

- Liaise with the commercial sales team to help build long term strategic partnerships contributing to overall sales growth and profitability.
- Must be comfortable proactively calling sales leads and promoting vendor partners to help create value add opportunities for our customers
- Work well in group atmosphere and be willing to express thoughts and ideas to increase sales
- Highly motivated and comfortable working in fast pace pressure situations
- Assist and support inside sales team with incoming phone calls, faxes and e-mails from customers
- Work with purchasing, quotations, and project management departments to ensure all customers requests are handled in a timely manner.
- Work with Shipping/Customer Service to ensure customers orders are accurate and are on time
- Purchase non stock material and arrange pick-up in accordance with customer expectations through Vendor Pick-ups notices
- Regularly complete Customer Complaint form- discuss and share positive and negative customer feedback with team
- Manage sometimes difficult and emotional customer situations
- Present and maintain active role and involvement in Inside Sales/Order Desk meetings
- Proactive follow up on orders/quotations and requests
- Any other duties as required

Recommended Qualifications:

- 2 + years of previous experience in a similar role is required
- Strong product knowledge of plumbing and hydronic supplies is required
- Excellent customer service skills is required
- Multi-tasking skills with the ability to manage various orders and activities
- Computer Literate in Microsoft Office
- Team oriented – ability to work well with others and contribute to winning culture
- Excellent written and verbal communication skills
- Excellent organizational skills and attention to detail
- Ability to remain calm under pressure, react quickly and provide solutions to problems
- High sense of urgency, strong work ethic, willingness to compete and win