

JOB DESCRIPTION

Position: Inside Industrial/ Institutional Support Team

Date: 2021

Reports to: Inside Sales Supervisor

Position Summary:

The Inside Industrial/ Institutional Sales position is responsible for ensuring that all customer orders/ quotes via phone, fax or email are managed and processed in a timely manner. This includes a specific focus on Industrial MRO, Contractors, OEM, and Institutional (Public) customers. This role is the front line customer service representative for Industrial/ Institutional customers and is critical to the sales process cycle which includes providing pricing, checking stock and meeting the delivery requirements in order to meet or exceed the customers' expectations.

Main Functions include:

- Work directly within group setting to grow Industrial/ Institutional sales territory & initiate customer service
- Must be comfortable proactively calling sales leads and selling company brands
- Work well in group atmosphere and be willing to express thoughts and ideas to increase sales
- Highly motivated and work well in pressure situations including deadlines
- Sourcing and expediting customer specific Industrial/ Institutional product
- Monitoring Public Bid websites for opportunities
- Assist in contract bidding (understanding RFQ/ RFT document requirements and timelines, as well as utilizing system and Microsoft Excel for bid preparation)
- Assist order desk in handling all incoming phone, fax and e-mail customer care issues, including Industrial/ Institutional questions
- Work with warehouse and system software to provide MTR, CRN, Statutory Declaration documents as required.
- Work with purchasing department to ensure timely delivery of both material and pricing
- Work with Shipping/ Customer Service to ensure customer delivery needs
- Purchase non stock material and arrange pick-up in accordance with customer expectations through Vendor Pick-ups notices
- Routinely follow up on open orders
- 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
- Strong computer skills with proficiency in Microsoft Excel, Adobe Acrobat
- Strong product knowledge of Plumbing and Industrial PVF
- Skill for sourcing material; general research ability with persistence and speed
- Possess a level of understanding of the needs/ requirements of supply contracts
- Excellent customer service skills
- Multi-tasking skills with the ability to manage various orders and activities
- Team oriented – ability to work well with others
- Excellent written and verbal communication skills
- Effective time management skills. Superior organizational skills. Able to work with deadlines.
- Ability to react quickly and provide solutions to problems
- Positive attitude and self-motivated required