



## **Industrial Inside Sales - Vaughan Location**

**NEXT Supply is the new generation of supplier in wholesale Plumbing and Hydraulics – setting superior standards in service, product availability and delivery. NEXT has strategically located local warehouses across and beyond the GTA, each with a full quantity of inventory and strong, strategic delivery capabilities.**

### **Role Overview:**

As an **Industrial Inside Sales** you are 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

### **What You Will Do:**

- 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 a group atmosphere and be willing to express thoughts and ideas to increase sales.
- Highly motivated and works well in pressure situations including deadlines.
- Sourcing and expediting customer specific Industrial/ Institutional products.
- 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 nonstock 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.

### **What We Require:**

- 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.

### **Why Join NEXT Supply?**

At NEXT, we value our employees, fostering a respectful and collaborative culture that emphasizes diversity, innovation, integrity, and entrepreneurial spirit. Join our dynamic, inclusive team where you can enjoy your work, learn new skills, and grow professionally.

### **Application Process:**

We're eager to welcome candidates who believe in excellent service and in being involved with their co-workers, customers, and the community. We appreciate all applications, however, only those selected for an interview will be contacted.

**We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.**