



JOB POSTING

Position:	Inside Sales Associate
Reports to:	Inside Sales Supervisor
Location:	Vaughan – Galcat Head Office
Overview:	<p>Inside Sales is responsible for ensuring that all customer quotes and orders (via phone, email, or through a Sales Representative) are entered and processed in a timely manner. Inside Sales is a front-line customer service role and is critical to the sales process cycle.</p> <p>This role requires the incumbent to be on-site (5 days per week) for the first 6 months. As part of the onboarding and job training process, the incumbent may be situated at a Branch prior to joining the Inside Sales team.</p>

Duties and Responsibilities:

- Work within a Sales Group setting including Outside Sales and Project Management to fulfill our customer quotes and order entry requests with sound knowledge of the products we offer.
- Work with Outside Sales to secure orders and cultivate customer relations.
- Be logged in and ready to answer calls as promptly as they come in.
- Respond and complete emailed tasks in a timely manner.
- Proactively contact customers to close opportunities or maintain our customer service.
- Work with Procurement or Vendors directly to source and secure non-stock products.
- Work with the various Warehouse and Logistic Departments to fulfill customers order expectations.
- Manage difficult/emotional customer situations and adapt as necessary.
- Enter Customer Complaint Forms when our service commitment has not been met.
- Maintain dates on Open and Future Orders in accordance with our customers' requirements.
- Any other duties as required.

Requirements/Qualifications:

- Highly motivated with a positive work ethic.
- Able to work well under pressure, multi-task with attention to detail, and communicate effectively in a fast-paced environment.
- Able to understand and relate to Customer urgency and get others to react accordingly.
- Able to complete duties in a timely manner with accuracy.
- 2+ years of previous experience in a similar role.
- Strong product knowledge of Plumbing and Hydronic supplies.
- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Computer literate in Microsoft Office.
- Must be team oriented.

For consideration, please apply online. As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workplace built on respect that reflects the communities we serve. We thank all applicants for their interest in NEXT Supply but 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.

