

	TITLE: Job Description – Inside Sales, Bids & Projects		
	REVISION # 2	REVISION DATE October 12, 2017	REFERENCE CSD-JDS-005
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Summary Overview:

As an Inside Sales Representative, you will work under the direction of the Supervisor, Projects. You will make best use of phone and email to increase revenues by leveraging existing customer relationships and identifying and developing new account opportunities. A natural ability to engage and inspire confidence will be a great asset in this role as will a high attention to detail and an interest in developing excellent product knowledge. Key to your success in this role will be asking the right questions to determine true customer needs and using a strong customer focus to provide optimal customer solutions, time after time in a fast paced environment.

Primary Accountabilities & Result Areas:

- Build relationships and engage customers by providing exceptional customer service
- Accurately receive and process quotations and sales orders by phone, fax and email, meeting Flexitallic customer service commitment objectives.
- Respond in a timely and accurate manner to all incoming tasks and outbound activities.
- Support projects or bids in developing commercial proposals, managing projects and orders through to completion.
- Collaborate with internal partners to ensure an accurate, timely and competitive offering.
- Manage and resolve escalated customer complaints.
- Support ongoing management of assigned customer accounts.
- Provide regular follow-up (outbound calling / email) on quotes, opportunities and leads
- Maintain documents according to procedures and policy.
- Job management activities to support on time delivery.
- Follow communication procedures, guidelines and policies.
- On Call rotation

Experience Qualifications and Related Skills:

- 2-3 years direct work experience in an inside sales or customer service capacity.
- Experience in a similar industry is a definite asset with proven track record of successfully supporting major projects.
- Background and experienced in understanding and meeting of customer specifications.
- Exceptional customer service skills & experience.
- Attention to detail
- Strong prioritization, time management and organization skills
- Proficiency in MS Office products; in particular, Word & Excel.
- Exceptional communication skills in English; both written and verbal
- Clear and professional communication style with the ability to articulate to our customers, the features and benefits of our products.
- Self-motivation and an ability to work independently.
- Strong interpersonal skills and an ability to develop and maintain good working relationships with customers and co-workers.

- Analytical skills and aptitude considered an asset.

Education Qualifications:

- High School Diploma
- Post- Secondary education in Business Management is considered an asset