

JOB POSTING



Position: Inside Sales and Service Representative
Department: Sales
Job Type: Full Time / Permanent
Location: 9355 RTE Transcanadienne, Saint-Laurent, Quebec H4S 1V3

Founded in 1959, Alumicor Limited is a Canadian based manufacturer of architectural aluminum building products. We are a leader in our market. We recognize that our continued success very much depends on the relationships we have established with our employees, suppliers, customers and shareholders. These are partnerships built on mutual success that has been growing for more than half a century.

With our corporate office in Toronto, ON, Alumicor services the North American market through sales centers across Canada and the United States and five manufacturing facilities in Canada (Toronto ON, Bedford NS, Winnipeg MB, Montreal QC and Langley BC).

Job Summary

The Inside Sales and Service Representative (ISSR) is responsible for ensuring the highest level of customer service by providing support, guidance, timely follow-up and resolution to customer inquiries or issues.

This is a customer facing role responsible for answering product inquiries, taking customer orders, confirming delivery, and coordinating with internal company departments to meet customer expectations.

The ISSR will assist the Regional Sales Managers (RSMs) by communicating to the RSMs any sales leads, assisting in the initiation of prospect calls, and establishment of ongoing rapport with existing and potential customers.

Key Responsibilities

- Provide pricing to customers and assist in the selection of product to suit design requirements
- Ensure follow-up by passing leads to RSMs with calls-to-action, dates, complete profile information, sources, and so on.
- Enter new customer data and update changes to existing accounts in the corporate database.
- Investigate and troubleshoot customer service issues.
- Process customers purchase orders, check item inventory status and confirm shipment date to customers



- Issue documents credit notes for items returned to stock and assist A/R with billing discrepancy.
- Maintain good housekeeping practices in work area using the 5s + 1 principles
- Actively participate and support continuous improvement initiatives
- Duties and responsibilities may be amended from time to time in order to support efficient company operations.

Qualifications/Requirements

- Post-secondary education in Architectural Technology and/or Building Sciences with a minimum 5 years' experience working in a manufacturing environment such as Aluminum Doors / Windows is preferred.
- Working knowledge of Microsoft Office Suite and AutoCAD is required. Use of SoftTech application program is an asset.
- Must have a technical aptitude and be able to read drawings and do project take-offs
- Solid experience in opportunity qualification, pre-call planning, call control, account development, and time management.
- Strong attention to detail with respect to completing basic paperwork accurately and efficiently
- Customer facing, therefore must present well and have a strong command of the English language (read, write and speak).
- Able to perform basic calculations and mathematical figures.

Working Conditions

- Use of Personal Protection Equipment will be required in designated areas such as: hard hat, safety glasses, hearing protection and steel toed safety shoes.
- May be exposed to outside conditions which include inclement weather, heat and humidity, load noise levels and exposure to dust.
- Some travel may be required.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.

Accessibility: We are committed to providing an inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise Human Resources of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

If you MEET the above requirements and are interested in applying for this position, submit your resume along with your salary expectations to opportunities@alumicor.com SPECIFYING the title in the subject line.

NO AGENCIES PLEASE