



JOB POSTING

Position: Inside Sales and Service Representative

Department: Sales

Job Type: Full Time / Permanent

Location: Halifax, Nova Scotia

Alumicor is a leader in the market with multi-plant operations across Canada. 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.

Job Summary

The Inside Sales and Service Representative (ISSR) is responsible for serving customers in person and via the telephone. The ISSR is accountable for dealing with customer complaints, inquiries and processing transactions. This individual understands his/her role as brand ambassador and provides positive brand experiences to all customers. 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. Integrity, vision, and passion are essential for this role.

- Provide pricing to customers and assist in the selection of product to suit design requirements
- Maintain and expand the company's database of prospects
- Ensure follow-up by passing leads to RSMs with calls-to-action, dates, complete profile information, sources, and so on
- Assist in creating RFP responses to potential customers
- Make outbound follow-up calls to existing customers via telephone and e-mail cross-sell and up-sell
- Handle inbound, unsolicited prospect calls and convert them into sales
- Emphasize product/service features and benefits, quote prices, discuss credit terms, and prepare sales order forms and/or reports
- 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
- Procure buy out items by issuing purchase orders to external vendor and follow up on delivery
- Produce required documents to manufacture products
- Prepare shipping documents for shipments
- Issue documents credit notes for items returned to stock and assist A/R with billing discrepancy
- Cross training across the line will be provided as duties and responsibilities may be amended from time to time in order to support efficient company operations
- 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



Competencies and Qualifications

- 5 years' experience working in a manufacturing environment such as Aluminum Doors / Windows is preferred
- Must have a technical aptitude
- Ability to read drawings and do project take-offs
- Solid experience in opportunity qualification, pre-call planning, call control, account development, and time management
- Strong problem identification and objection resolution skills
- Strong attention to detail with respect to completing basic paperwork accurately and efficiently
- Able to build and maintain lasting relationships with customers
- Exceptional verbal communication and presentation skills
- Excellent listening skills
- Strong written communication skills
- Customer facing, therefore must present well and have a strong command of the English language (read, write and speak)
- Self-motivated, with high energy and an engaging level of enthusiasm
- Able to perform basic calculations and mathematical figures
- Ability to occasionally travel and attend sales events or exhibits
- Ability to work individually and as part of a team
- High level of integrity and work ethic
- Experience with customer relationship management software

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.

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.

Alumicor is an equal opportunity employer and welcomes applications from all interested parties. We thank you for your interest, however, only those candidates selected for an interview will be contacted.

NO AGENCIES PLEASE.