



Job Description

Responsible for coordinating front line customer orders/inquiries while generating sales and qualified new sales leads through a combination of outbound and inbound lead generating activities. This person will be expected to closely monitor customer orders / requests and pro-actively communicate updates and changes to customers.

This person will be expected to run and analyze sales and orders reports as part of their normal daily and weekly responsibilities to help make necessary internal communications and follow-ups. To communicate effectively with our customers through the customer order process and related activities, our commitments to a “Customer Driven Focus” and Total Quality philosophy.

RESPONSIBILITIES:

- Responsible for coordinating front line customer orders and inquiries
- This person will be expected to closely monitor customer orders / requests and pro-actively communicate updates and changes to customers and commercial team.
- This person will work closely with Manufacturing and Sales teams to ensure timely response, delivery of orders and resolve issues that may arise during the ordering and delivery process
- Communicate effectively with our customers through the customer order process and related activities, our commitments to a “Customer Driven Focus” and Total Quality philosophy
- Partner with commercial team to identify appropriate business contacts, qualify, and drive leads through the sales pipeline
- Establish and maintain long-term relationships to maximize future revenue opportunities
- Research and build new and existing accounts and key buyers & evaluators at each account
- Manage accounts and contacts within Salesforce.com CRM throughout the sales cycle

QUALIFICATIONS:

- Minimum 1-2 years’ experience in client support roles
- CEGEP diploma or University degree education.
- Specialization in administration or marketing would be an asset
- Excellent organizational, communication, presentation and follow-up skills
- A creative thinker able to set priorities and contribute to a high performance team culture
- Superior ability to problem solve, make decisions, handle pressure, work with a sense of urgency

- Detailed oriented, proven analytical skills and able to multi-task
- Entrepreneurial individual, dynamic, professional, self-motivated with leadership skills
- Ability to support and build strong partnership and relationship with the commercial team
- Proven ability to be a team player

In return, we offer a salary commensurate with experience – along with a medical/prescription plan (approximately 80% of the premiums paid the Company), dental, life insurance, paid holidays, paid vacation, 401k Plan and more.

Job Type: Full-time