



Bilingual Inside Sales Representative

SureWerx, a national supplier of tool and equipment product lines for the Canadian market. Products include: abrasives, air tools, hand tools, material handling, fall protection and outdoor power equipment. We are a privately held, proudly Canadian company recognized as a leader in the wholesale distribution of tools and equipment industry. Our head office located in Coquitlam, B.C. with six branch offices strategically located in the major cities across Canada.

As a competitive leader, our business is always growing and evolving and we are currently accepting resumes for a Bilingual Inside Sales Representative for our Mississauga Branch.

Responsibilities:

- Provide excellent customer service and treat this responsibility as your number one priority;
- Work as a team with the Territory Account Manager, provide constant communication, sales numbers, orders, questions;
- Field customer calls for the Territory Account Managers;
- Answering the telephone, e-mail or fax requests with providing product information, order status, shipping status, pricing, product availability;
- Processing all sales orders which includes confirming price and availability at time of order, credits, warranty claims, etc, in accordance with company guidelines;
- Carrying out inside sales plans as set out by the division sales manager. This includes telemarketing drives, outcall programs, email or fax drives, discussions with product, account and sales managers on sales strategy and results of these efforts, periodic strategy meetings on accounts with branch, accounts and sales managers;
- Working with the product managers on special pricing for significant product purchases etc;
- Directing special quotes to the proper territory;
- Direct customers to website, if possible, in trying to assist them in finding the part or product which is required;
- Accumulating and processing back order information, back orders and un-invoiced sales order line items as required;
- Performed administrative and office duties such as filing, updating customer information, and contributing to general office functioning;
- Research product information, product catalogues, etc;
- Possible promotions (build a promotion for a distributor);
- Becoming a business consultant to our distributors.

Education and Competencies:

- Ability to handle a high volume fast-paced environment;
- Unilingual Candidate;
- Self-Motivated;
- Strong ability to multi-task;
- Friendly telephone manner;
- Tool and/or Safety equipment background;
- 5 years' experience in an Inside Sales role;
- Excellent in communication skills (written and verbal) in French and English;
- Experience in managing accounts in a territory;
- Experience in working with an outside sales territory manager;
- Great problem solver;
- Customer service oriented;
- Proactive attitude/approach;
- Positive team player;
- Ability to work in a fast-paced environment;
- Organized and reliable.

How to Apply:

We offer a competitive compensation and benefit package and are committed to providing our employees with work-life balance. If you are interested in this opportunity, please forward your resume via e-mail complete with a cover letter to careers@surewerx.com. We thank all applicants for their interest in SureWerx, however, only those who qualify will be contacted.