INSIDE TECHNICAL SALES REPRESENTATIVE

Job Description:

Provide High Level & Efficient Customer Service

- Gather appropriate process information from customers in order to be able to prepare accurate and complete quotations. Follow up as required with customer re quotation and closing order.
- Develop a detailed knowledge of all Tri-Canada products including pricing, availability, compliance requirements and be able to help solve customers’ problems.
- Efficient and accurate entry of customer orders, with associated Purchasing as required to complete order entry process, with delivery as required for complete customer satisfaction.
- Follow Vice-President of Sales’ instructions and guidelines and ask for assistance to make sure customer is served well without delay.
- Keeping customers informed of order/inquiry status and deal effectively with any post-delivery issues that arise.
- Complete sales orders by following Company Policies and Procedures, including Tri-Canada’s Quality Control Manual as approved by TSSA and providing all documentation as required by customers.

Contribute to Business Development at Tri-Canada

- Demonstrate awareness of Tri-Canada’s Corporate Goals and Business Development Strategies and contribute market intelligence and technical support information.
- Identify customer opportunities, issues and concerns as required to build long-term customer relationships.
- Build relationships with suppliers to get technical support and pricing and delivery information asap. Work with suppliers’ sales reps for product selection and to expedite the orders.
- Stay aware of the competitive marketplace including full knowledge of competitors’ products and pricing.
Continuously Develop Business Skills While Working as a Valued Member of the Tri-Canada Sales Team

- Stay current with industry knowledge while setting professional development goals and work continuously towards their fulfillment. Attend required training seminars.
- Prepare accurate and timely sales reports for the VP of Sales, as required.
- Develop knowledge about competitive products and learn to cross reference part numbers.
- Help to continuously update the CRM database with accurate customer contact information.

Job Requirements:

- A minimum of three years of related experience in industrial sales of sanitary stainless steel fluid handling components. Working knowledge of fluid handling equipment and technical processes, with strong computer skills, including ability to enter & track orders efficiently and accurately.

All applicants must submit a copy of their resume when applying to sales@tricanada.com.