

SALES SUPPORT COORDINATOR

THE JOB

Construction Sales is currently recruiting for Customer Service.

DUTIES & RESPONSIBILITIES

Sales Support/Customer Service

- Provide outstanding support to sales people and customers by answering incoming customer calls, and emails, providing information on the status of sales orders or stock supply, and writing/verifying/auditing/tracking sales orders.
- Assist assigned sales staff with required paperwork.
- Responsible for familiarity with various sales people's accounts to efficiently assist with these accounts and the department.
- Maintain and update customer and project information in Salesforce.com as required.
- Address concerns brought forward by customers, sales staff, Accounts Payable, Operations and Accounts Receivable.
- Proactive Customer Service, follow up with other departments, and communicate all pertinent information to our customers.

Administrative Support

- Provide everyday support to the Sales Team, i.e. writing emails to internal staff & external customers, entering sales orders and remanufacturing runs in TallyWorks.
- Create purchase orders and mill work orders (stock runs) in TallyWorks.
- Salesforce data entry – emails, quotes, phone calls, projects, activities and PO's
- Responsible for gathering new credit applications from prospects, gathering all information necessary to process credit notes accurately.

Collections

- Contact customers as required with outstanding overdue account balances, then record electronically (in Great Plains) update payment dates & specified related information notes gathered from the call or email regarding outstanding invoices.
- Arrange for cheque pick-ups via courier or upon delivery of an order. Follow-up with A/R to ensure cheques are received.
- Look for warning signals that are a precursor to financial trouble and an inability to pay by customer.

Other

- Provide excellent service to internal customers within sales, administration, operations departments. i.e. be willing to assist in anything to help service our internal & external customers. "They will love doing business with you".
- Participate in training and cross-training initiatives, including but not limited to; Salesforce.com training, product training courses, TallyWorks training, telephone communication etiquette.
- Keep abreast of all stocked products available for sale at Weston Forest.



- Keep abreast of overstocked & aged inventory lists.
- Provide administrative back up to the Manager – Construction when required.
- Act as a role model to other staff members by consistently adhering to company values.
- Back-up and step in to assist other team members when required.
- Involvement in marketing campaigns.
- Help organize and attend marketing events.
- Other duties as required.

KNOWLEDGE & SKILLS REQUIRED

- Post-secondary education an asset.
- Helpful, people focused, can do positive attitude.
- Ability to multi-task with a strong attention to detail.
- Outstanding team player with excellent work ethic.
- Excellent organizational skills.
- Good analytical problem solving and mathematical skills.
- Ability to follow established procedures.
- Must have strong interpersonal and communication skills.
- Communicate in a factual, polite, and professional manner.
- Working knowledge of MS Office (Word, Excel and Outlook).
- Working knowledge of a CRM (SalesForce.com) an asset.
- French is an asset.

THE COMPANY

Weston Forest originated as a family business in 1953. Today we are a vital, dynamic organization, repeatedly recognized by Deloitte as one of *Canada's Best Managed Companies*, recipient of the *Canadian Business Excellence Awards for Private Businesses*, and winner of *Waterstone Canada's Most Admired Corporate Cultures Award*. Weston Forest is certified as a Great Place to Work®!

Our culture is one of personal growth, continuous improvement, and opportunity. It is vibrant, informal, and inclusive. We live by our brand promise: *"YOU'LL LOVE DOING BUSINESS WITH US"*.



Our Core Values:

- o Entrepreneurial organization committed to continuous improvement
- o We do what we say
- o Inspiring personal and professional growth
- o Your success is our success
- o More than just a place to work
- o Results matter, but people matter more

Weston Forest is committed to an inclusive, barrier-free recruitment process and work environment. Please advise Human Resources of any accommodations that are required. Any information regarding accommodation will be treated as confidential.

