



Inside Sales Burnaby, BC

Reports to: VP

Department: Sales Int.

Scope of the Position

The Inside Sales staff is responsible for looking after all incoming customer calls, dealing with orders, and dealing with customers in regards to quoting, returns, and specs. Duties also include checking inventory for product availability, providing delivery dates to customers and verifying prices. They also prepare and maintain sales order master files, customer lists, and purchase orders with receipts, and make routine decisions according to company policies and guidelines. They are also responsible for any other duties assigned to them by management.

Major Responsibilities:

- Handling incoming and outgoing customer calls in a professional manner.
- Responsible for handling customer service requests which include: order entry, pricing, order maintenance etc.
- Assist and support Account Managers with customer orders and requests.
- Responsible for quoting customers
- Deal with product related problems that customers may have, such as defective products and the return of products.
- Responsible for spec products for customers.
- Responsible for carrying out any other duties assigned by management.

Skills and Qualifications:

- 2-4 years' experience working in the electrical industry
- 2-4 years' working knowledge of electrical product
- Minimum of one-year office or general sales experience
- Proficient in Microsoft Office 2013
- Exceptional phone manners
- Strong appreciation for excellence in customer service
- Professionalism when in contact with customers
- Reliable, accountable and accuracy in following instructions
- Ability to multitask and prioritize
- Excellent communication skills, both written and verbal
- Able to work in a fast-paced environment

Application Method: jobs@robertson-electirc.com Be sure to mention the Job Title in your subject line.

Robertson Electric is an equal opportunity employer.

Please be informed that the position is conditional upon successful completion of a Mandatory Criminal background check. We wish to thank all applicants for their interest but advise that only those selected for an interview will be contacted.