



WESCO®

Position identifier: **IRC199640** (Sales Associate Burnaby, Branch 2610)

JOB TITLE Inside Sales Associate

JOB SUMMARY

The Sales Associate is responsible for achieving inside sales revenue goals by obtaining and up-selling orders, creating customer satisfaction, and adding value to the customer's buying experience. May own a book of accounts.

PRIMARY RESPONSIBILITIES CONSIST OF BUT ARE NOT LIMITED TO:

- Obtains orders by answering telephone calls, or proactively contacting Customers, verifying and entering items, transferring orders to fulfillment, explaining stock-outs and expected delivery dates.
 - Reports industry trends, competitive pricing and customer feedback to management.
 - Collaborates with Outside Sales to ensure customer satisfaction.
 - Increases orders by suggesting related items, explaining features, and checking customer's buying history.
 - Works with Financial Services to Open customer accounts by obtaining customer agreement and collecting customer information.
 - Owns, qualifies and develops opportunities passed from marketing, outside sales, national accounts.
 - Keeps abreast of new products and participates in appropriate training sessions.
 - Identifies ways for continuous improvement of processes.
 - Prepares, generates and follow up on verbal or written quotations to secure orders or determine reason for loss of order. Processes all quotations through the Wesnet System.
 - Recommends customer product discounts through branch price sheets and/or Distribution System price file maintenance screens; including maintenance of appropriate cost files to ensure accuracy of automated supplier claims.
 - Investigates deductions made by customer when paying WESCO invoices, obtaining necessary information for management to make a determination of whether credit is to be issued or letter to be written. Prepares replies, credit forms (such as RMA, price adjustment) and/or entering the credit transaction into Distribution System.
 - Reviews open customer order reports and takes action on open items; specifically, those items that may be at risk in meeting the customer's promised delivery date. Maintains Distribution System backorder report, associated customer expediting report/notices, and customer notification, as required.
 - Keeps abreast of Wesnet system upgrades and developments that apply to the position.
 - Assists Counter Sales as required.
- Participates in Branch Lean Programs and Kaizens. Uses Lean methodology's for problem solving.
- Other duties as assigned.

This is an entry level position, with the opportunity for advancement within WESCO

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