

### **Inside Sales Representative- BC/ Midwest**

Reporting to the Inside Sales Manager, the Inside Sales Representative is responsible for responding effectively to customer requests and ensuring business development. He/she represents Leviton in such a way as to encourage customer loyalty, thereby reinforcing the high level of service established by the company and recognized by its customers, which in turn contributes to the achievement of established marketing objectives.

*\*\*\*Position is Remote-reporting to head office in Pointe-Claire, Quebec\*\*\**

#### **Main Responsibilities**

- Responds quickly with courtesy and precision to customer requests
- Build, develop and deliver its business plan in collaboration with Leviton services and suppliers
- Ensures the management of regular clients for his/her region and/or specialty
- Responds to the specific needs of its customers in terms of product lines adapted services and the added value of Leviton business solutions
- Informs and assists the client of our various digital platforms (websites and EDI)
- Uses CRM (Customer Relationship Management Technology) to update customer profiles, customer notes and opportunity management
- Ensures to keep the opportunity pipeline up to date
- Addresses customer problems by proposing and implementing solutions according to the indications established by the service or directs requests to the key person for the resolution of the problem
- Informs customers of any changes that may affect their accounts and/or orders
- Work closely with other team members and other business departments to provide sales service between 8:00 a.m. and 5:00 p.m.
- Assists the external sales force in all areas directly related to the customer by providing them with information
- Prepares and negotiates technical and functional descriptions of proposed solutions, including required performance levels
- Tracks opportunities and secures orders
- Participates in establishing quotes for small projects
- Develops, proposes and bids improvement solutions for established customers below a pre-established dollar amount requested by the customer
- Carry out a number of outgoing calls for the portfolio of regular customers
- Contributes and actively participates in promoting marketing promotions for targeted segments or customers
- Notify the sales force of the specifications of a special order to ensure that their customer file is complete
- If necessary, send customers their daily transaction report and out-of-stock orders, making sure to give a copy to the Inside sales Manager
- Provides the link between forecasts and shipping to verify product availability
- Notifies the credit department of any incomplete shipment in order to allow them to follow up on credits to the customer
- Assists in order entry at the Manager's request
- Makes sure to follow the performance indicators put in place for the customer experience
- Ensures that ISO standards related to documentation of all relevant transactions and communications are applied and maintained
- Performs specific analyzes or special projects if required by the Manager.

#### **Success factors**

##### **Education**

The incumbent must have a college diploma in administration or have experience in this level of activity.

##### **Experience**

The incumbent must have at least two (2) to three (3) years of relevant experience in customer service.

### Knowledge, Skills, and Abilities

- Client orientated
- Sense of organization and good time management
- Excellent interpersonal skills
- Ability to develop and maintain good relationships
- Good communicator
- Ability in business development and account management
- Work according to the achievement of objectives, must focus on results
- People skills
- Team spirit and positive attitude
- Good knowledge of the computer tools of the MS Office suite

### **What we offer**

- Work-life balance
- A stimulating and friendly work environment
- Complete group insurance program & group RRSP
- Employee assistance program
- Recognition programs
- Skills development program

*The future looks brighter than ever. Join our team now! [recrutementcanada@leviton.com](mailto:recrutementcanada@leviton.com)*

### **Who we are**

Leviton Canada is one of a family of companies affiliated with Leviton Manufacturing Company Inc., headquartered in Melville, New York. Leviton has been a private, family-owned company since its founding in 1906. Leviton Canada's head office and distribution center are located in Pointe-Claire, in the province of Quebec. Its sales force, which is made up of representatives and manufacturing agents, is present in all Canadian provinces. Today, Leviton Canada offers more than 25,000 products and systems, supported by a team of specialists in connectivity, telecommunications, controls, automation, and lighting solutions for the residential, commercial, and industrial markets. Almost 90% of homes in North America use at least one product that we manufacture in one of our facilities, all of which are ISO 9000 certified.