

Date Posted: June 14, 2022

Inside Sales Consultant

Vaughan, Ontario

Backed by a fifth-generation family-owned company, Spicers is a leading distributor of commercial print and business papers, specialty products, graphic solutions, sign & display equipment and materials, and packaging and facility supplies and equipment.

We're based in Vaughan, Ontario, with 25 regional locations that include custom manufacturing facilities in Edmonton, Toronto and Winnipeg, as well as cash and carry locations, product showrooms and equipment demo sites.

We are currently looking for a **Full-Time Inside Sales Consultant** located in Vaughan, Ontario reporting to the Director of National Sales Support Operations.

Position Summary

The Inside Sales Consultant is responsible for providing sales support and customer service to customers. The incumbent is also responsible for attainment of budget goals, sales, profit, and ensuring continuous growth within their market segment.

Key Responsibilities

Under the supervision of the Director of National Sales Support Operations, the duties and responsibilities of the Inside Sales Consultant include, but are not limited to, the following:

- Maintaining, nurturing, and growing relationship with existing and new customers,
- Expand product portfolio with assigned accounts,
- Coordinating customers requests with inside sales team and outside sales representative,
- Documenting customers communication and information into CRM,
- Providing the highest level of service to customers including product information, suggestions of product substitutions or grouping product for pricing and advising customers on how to purchase more efficiently,
- Delivery coordination,
- Receiving customer feedback and escalating/resolving issues as required,
- Sourcing alternative product if required,
- Maintaining and sharing knowledge of the Company's line of products,
- Establishing and maintaining positive relationships with customers and Outside Sales team,
- Monitoring of inventory,
- Additional administrative duties as required,
- Other duties as assigned,

Minimum Requirements

- Post-secondary diploma or the equivalent combination of education and experience;
- Minimum 1 – 3 years' experience in sales and customer service;
- Industry knowledge and understanding of paper manufacturing, paper distribution, graphic products, printing processes, sign and display or industrial supplies and packaging considered an asset;
- Strong communication skills (both oral and written);
- Proficient in using MS Office;
- Excellent attention to detail;
- Excellent customer service skills;
- Strong organization and time-management skills;

- Punctual, dependable, and reliable;
- Excellent teamwork and team building skills;
- Self-directed and self-motivated; and
- Ability to manage multiple projects and priorities.

Working Conditions

- Able to work on a computer for numerous hours which may result in strain on wrists, eyes, back, etc.;
- Ability to work in a busy, open area office;
- May have to spend long hours in concentration which requires attention to detail and high levels of accuracy;
- This position faces a number of deadlines which may cause significant stress; and
- Work may require occasional weekend and/or evening work.

Please forward your resume to Human Resources by June 28th, 2022. To apply for this position, you must have completed one year at Spicers Canada ULC in the same job capacity.

Spicers Canada ULC is an equal opportunity employer and welcomes all interested parties. Spicers Canada is able to offer accommodations to potential candidates and new employees during the recruitment and selection process and encourages individuals who may require accommodations to contact humanresources@spicers.ca or 905-265-5000.