



Inside Sales & Customer Service Representative

The function of the Inside Sales / Customer Service Representative is to provide direct support to the Sales Managers in the ongoing development of existing & prospective customers to make sure that the department can meet its sales targets. One is responsible for servicing the customer in a professional manner and finding appropriate solutions to issues and problems in an efficient & timely manner.

Key Responsibilities and Activities

Customer Service

- Respond swiftly and courteously to customer inquiries via phone or e-mail (stock check, back order ETA, order status, shipping issues, etc)
- Process customer orders manually or via EDI (fixtures, bulbs, replacement parts)
- Make sure that order prices match the prices seen on a customer PO
- Process credits if product is defective or needs to be returned to EGLO - following our company policy (restocking fee, freight charge, re-sellable condition, etc)
- Invoicing
- Capture and update customer information including addresses, phone numbers, e-mails for future communication/follow up
- Build rapport with the customers through friendly, engaging communication

Inside Sales

- Have extensive product knowledge through training
- Work with all personnel and outside contacts to satisfy clients' needs and achieve company goals
- Inform customers of upcoming promotions, product launches
- Assist in completing sales projects including proposals and marketing
- Upsell whenever possible
- Review back orders and proactively propose alternative solutions to customers
- Identify areas of improvement in the company and assist in creating and implementing solutions
- Complete sales reports and gather data requested by the respective sales manager within the provided deadlines
- Analyze data requested by the sales managers to help achieve the territory's targets
- Participate in department meetings and take responsibility for sales improvement initiatives and other assigned action items
- Assist sales managers and supervisor on an as needed basis

Are you ready for a new challenge? We want to meet you!

Send us your CV at hr.canada@eglo.com



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