

# JOB OPPORTUNITY

**Posted by:** CAREER & EMPLOYMENT SERVICES – St. Thomas / Aylmer

**Date:** March 15, 2016

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**JOB LOCATION:** St. Thomas, ON

**JOB TITLE:** Inside Sales/Customer Service

**Job ID#:** A115

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**COMPANY NAME:** BUWW COVERINGS

**DESCRIPTION:**

Customer Service and Inside Sales is responsible for meeting inside sales goals; telemarketing; cold calling; checking in product; processing orders; quoting; following up on quotes; maintaining customer accounts and communication; providing overall excellent customer service and follow up; meeting or exceeding all individual and department standards and goals; and contributing to the overall success of BUWW Coverings in meeting or exceeding all of its standards and goals.

- Consistently act in accordance with the Core Visions and Team Guidelines of BUWW Coverings.
- Meet company-assigned sales goals.
- Responsible for growing sales within existing customer base and cultivating new customers through telemarketing, cold-calling and market research activities.
- Complete accurate and efficient check-in sheets for received covers. Provide same-day analysis and quotes.
- Promptly and effectively quote all jobs and follow up on quotes in a timely manner.
- Promptly and effectively process all orders received.
- Schedule jobs as orders are received; monitor all jobs and update the customer promptly when necessary.
- Inspect all aprons, bellows, and spiral springs to verify quantities before shipping to the customer.
- Document all customer contacts in appropriate company tracking systems.
- Assess customer satisfaction through post-sale written correspondence and telephone calls.
- Provide regular assessment of customer needs and expectations to the company leadership team.
- Follow all BUWW Coverings standards and procedures; offer process improvements to the company leadership team. Follow all company safety standards in the performance of job duties.
- Participating in and helping coordinate company trade shows.
- Other duties may be assigned.

**QUALIFICATIONS:**

- High School diploma is required, 2 year degree is a plus
- Minimum of 1 year of customer service and inside sales experience 10-15% travel may be required
- Proficient with MS Office applications such as Word, Excel, etc...
- Must have valid Driver's License
- Manufacturing industry experience is a plus

**WAGE:** Competitive salary, commensurate with experience.

**HOURS:** 8:00 am to 4:30 pm Monday to Friday

**HOW TO APPLY:** Send resumes by email to Debbie to: Accounting@buww.com or fax at 519-765-3898.

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***\*Only those meeting the requirements will be considered\****

*\*This job advertisement has been provided by an external employer. CAREER & EMPLOYMENT SERVICES / Aylmer Community Services are not responsible for the accuracy, authenticity or reliability of the content.*

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