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Position: Inside Sales Representative

Reports to: Sales Manager

Summary

The Inside Sales Representative gathers data and actively listens to prospective and existing clients by using consultative methods to fully understand their business, uncover their problems, and identify impact areas. The daily functions include prospecting, qualifying, disqualifying, and selling products across multiple applications to prospective and current customers across the region.

Duties and Responsibilities

- Answer phones and provide friendly and polite customer service.
- Reply to quotes in a timely manner. All quotes to be entered into P21 so tracking quotes is accurate.
- Expedite orders and ensure we meet the customer's date quoted.
- Ensure all orders are entered properly and goods meet customer requirements.
- Read all attached spec sheets to ensure we are quoting proper goods in order to meet or exceed customer requirements.
- Provide MTR's drawings, etc. where applicable.
- File all documents, order acknowledgements, sales orders, purchase orders and tc. in AIV Canada set up filing procedure
- Enter RMA and send to customer as requested. Charge restocking if you can get away with it. Buyouts and Mod orders will not be accepted back unless approved by Trevor.
- Follow up with customers for open quotes to find out if they are still alive, if lost why (delivery, price, etc.) and report findings to Trevor.
- Report fast moving items, items that we do not have and items that need to be purchased to Trevor.
- Provide assistance and help manage the warehouse for ideas in organizing, prioritize orders and safety/
- Entertain customers, lunches, suppers, sporting events, etc. Approve entertainment plans by Trevor prior to booking.
- Ensure building is locked and alarm is set upon exiting.

- Treat all AIV property as if it were your own.
- Show respect and treat co-workers as I would like to be treated.
- Report any unordinary circumstances or mistakes to management right away.
- Report all foreseen problem's right away and discuss preventative actions to ensure these problems or mistakes do not happen again.
- All computer related functions are done by following AIV's Procedure Manuals.

Knowledge, Skills and Abilities

- Able to work in fast-paced, self-directed environment.
- Develop a strong product knowledge as well as customer knowledge
- Excellent verbal and written communication skills.
- Proficient level computer skills including Outlook.
- Excellent telephone sales personality skills.
- Excellent time management skills.
- Highly energetic and self-starter.
- Able to maintain good relationships with customers and co-workers.

Education and Qualifications

- High School Diploma
- Some Experience in the Oil/gas industry
- Valve industry experience is a plus
- Marketing or Business-related field diploma an advantage.