



Position Title: **Sales Representative**
Department: **Sales & Administration**
Immediate Supervisor: **Area Sales Manager – South Island**

Nature and Scope

The Sales Representative is responsible for providing prompt, courteous and knowledgeable service to clients, customers and fellow employees of Thermoproof Windows and Doors, by directly servicing their needs, or, directing them to other Thermoproof personnel when appropriate. He or she is expected to develop and maintain administrative systems that will allow for timely reporting and follow-up to provide productive and profitable relationships with the walk-in and telephone customers. This position is located at the Thermoproof Showroom in Cobble Hill, BC.

The Sales Representative provides administrative support for Outside Sales Representatives and their Clients and Crew.

The Sales Representative understands their role as a Thermoproof Brand ambassador and provides a stellar level of customer service and experience to all customers. The Sales Representative maintains effective communication with the Sales Manager, Fellow Employees and Customers to achieve Company goals and sales targets, coordinating and organizing multiple activities and logging results. This position also implements constant improvement to processes in place to ensure the efficient flow of work.

Major Responsibilities:

Sales and Service

- Staff the Thermoproof Showroom as scheduled and report to management as required
- Generate sales through personal contact with walk-in and/or telephone customers, repeat customers and sales leads – knowledgeably presenting our product line and explaining the features and benefits.
- Provide strong, reliable office support for Outside Sales Administrators and their Clients
- Maintain a high level of service to existing and new clients; managing the customer relationship from first meeting through delivery to after sales service, soliciting referrals where possible.
- Maintain a high level of product and service knowledge of all manufactured and finished goods available to our customers.
- Prepare and deliver quotes and orders in a timely manner, providing support for outside sales reps where required
- Follow-up with customers to ensure their receipt and understanding of quotes with the goal of closing the sale.
- Work with suppliers to ensure accurate pricing and sales information, that efficient ordering processes are in place, and the tracking and checking of order confirmations ensures that the product ordered is the product received.
- Ensure accuracy and complete information in all transactions, inventory and procedures
- Create and manage accurate sales reporting as required
- Maintain a professional appearance, demeanor and attitude at all times.

Administration

- Answer phone and distribute messages to appropriate personnel
- Process cash and merchant terminal payments, submitting cash reports daily
- Organize pick-up order files and follow-up with customers to ensure timely pick-up and payment
- Maintain a balanced and secure cash float
- Maintain files and filing systems including regular culling of files ensuring easy access of current information for all personnel
- Optimize the phone system and other technical tools to their fullest extent, training fellow employees in usage
- Maintain an adequate stock of stationary, general maintenance supplies and branded retail inventory
- Review Late Shipment and New Status reports to ensure accuracy and expediency



Position Title: **Sales Representative**
Department: **Sales & Administration**
Immediate Supervisor: **Area Sales Manager – South Island**

Thermoproof Showroom Anchor

- Maintain excellent showroom appearance – maximizing the showroom's potential to increase traffic. Maintain an organized inventory of point of purchase (POP), sales material and samples, reporting to the Sales Manager any shortcomings, repairs required or additional displays to consider.

Knowledge and Skill Requirements:

Experience / Skills:

- At least 3 years of direct work experience in a customer service capacity preferably in a building/design environment
- Strong customer service and troubleshooting skills
- Ability to organize work, set priorities and meet recurring deadlines
- Self-motivated and mature
- Able to effectively communicate both verbally and in writing.
- Strong work ethic and positive team attitude.
- Strong attention to detail.
- Able to deal with internal and external customers, tactfully, and professionally at all times.
- Computer literate, including a high level of proficiency with Microsoft Office productivity suite
- Flexibility and able to work using lean manufacturing principles and methods

Relationships:

Reports to: Area Sales Manager

Internal: Sales Staff, Administration, Finance, Production

External: Customers, Suppliers.

Effort

- Work normally requires a moderate level of physical effort in bending, lifting, and manual dexterity
- Work normally requires a high level of mental effort in reading, creating written documentation, meeting deadlines, handling multiple demands and repetitive tasks, amid constant interruptions and distractions, and resolving problems.
- Work normally requires a moderate level of visual effort in operating PC's/other office equipment.

Working Conditions

- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Often times working alone in the Cobble Hill Showroom

Hourly wage \$22-\$24 Hr