

Job Description



Role	Bilingual Sales Coordinator		Reports To	Office Manager
Hrs Per Week	40		Starting Wage	Based on Qualifications
Probation	3 Months		Role Band	
Role Summary				
<p>This is a multifaced role supporting the sales, service and marketing process for Opti-Tech's products including:</p> <ul style="list-style-type: none"> • Sales & Service Support • Customer Order Processing • Marketing Support • Reporting 				
Roles & Responsibilities				
<ul style="list-style-type: none"> • Assists customers with product enquiries ensuring they are routed to the correct Product Manger & Sales Representative 				
<ul style="list-style-type: none"> • Inputs new sales enquiries into the CRM system and updates the sales process as required 				
<ul style="list-style-type: none"> • Processes customer quotations and tenders under the direction of the Sales Manager 				
<ul style="list-style-type: none"> • Inputs Customer Orders and coordinates order delivery with shipping & receiving ensuring all stakeholders are kept informed 				
<ul style="list-style-type: none"> • Process vendor purchase orders as necessary 				
<ul style="list-style-type: none"> • Is a liaison between internal departments to facilitate all aspects of customer service 				
<ul style="list-style-type: none"> • Responds to customer service issues in a timely manner and tracks customer complaint resolution 				
<ul style="list-style-type: none"> • Helps to coordinate dealer meetings, tradeshow, training sessions, coordinates customer appreciation events. 				
<ul style="list-style-type: none"> • Support the digital marketing team as required 				
<ul style="list-style-type: none"> • Assist with new market intelligence – new industry opportunity investigation 				
<ul style="list-style-type: none"> • Performs other work as assigned by the Office Manager or other senior management staff 				
Software				
<ul style="list-style-type: none"> • Maximizer CRM or similar 				
<ul style="list-style-type: none"> • Spire Accounting or similar 				
<ul style="list-style-type: none"> • Microsoft Office, with emphasis on Excel, Word and Outlook 				
<ul style="list-style-type: none"> • Adobe Suite including Photoshop, Indesign 				
<ul style="list-style-type: none"> • Familiar with WordPress 				
Key Skills/Competencies				
<ul style="list-style-type: none"> • Excellent people person with strong interpersonal skills experienced in a Customer Service /Sales Coordinator environment, preferably in a Business-to-Business setting 				
<ul style="list-style-type: none"> • Self-starter and works under minimum direction 				
<ul style="list-style-type: none"> • Team player who has a sense of humor with a can-do attitude 				
<ul style="list-style-type: none"> • Confident communicator, with excellent written and verbal English & French communication skills. 				
<ul style="list-style-type: none"> • Analytical thinker with effective problem-solving skills and is well organized 				
<ul style="list-style-type: none"> • Excellent time management skills and can effectively manage competing priorities ensuring work is completed within expected timescales. 				
<ul style="list-style-type: none"> • Attention to detail ensuring accurate paperwork 				

Education & Experience
<ul style="list-style-type: none">• Relevant Bachelor’s Business Degree with a marketing focus
<ul style="list-style-type: none">• Previous experience in a business-to-business environment, inventory coordination, and sales would be an asset.
<ul style="list-style-type: none">• Proven English/French verbal and written communication skills,
<ul style="list-style-type: none">• Proficient computer skills (MS Office suite, Intermediate Excel)
<ul style="list-style-type: none">• Time management and planning / organizational skills
<ul style="list-style-type: none">• Common sense approach with a sense of urgency to see tasks through to completion
Core Values
<p>The Individual should:</p> <ul style="list-style-type: none">• Display passion• Inspire others• Exude a sense of fun• Enjoy being fully engaged• Love pressure• Crave action• Have a sense of urgency and knows how to finish the job• Be committed to life-long-learning• Exhibit curiosity and enjoy adventure• Be organized