

## Inside Sales – Customer Service

If you are a motivated self-starter and team player who is already passionate about sales, eager to learn the ins and outs of this profession, and interested in learning everything you possibly can about lumber product distribution (a very stable and busy industry), then let's grab a coffee and see if you're the right person for the job.

### **The Role:**

- Come in prepared to learn - be excited and eager to thoroughly learn all aspects of the business: the manufacturing, detailed product knowledge, the company's workflow, and the sales processes.
- Support the management and the sales team in a variety of different capacities.
- The successful candidate must be willing to spend a variable amount of time in training/growth mode. Time required to progress will be dependent on the individual, growth & accomplishments exhibited, as well as market conditions.

### **Duties and Responsibilities:**

- Fielding customer inquiries and, in turn, presenting appropriately to make sales;
- Maintaining and developing relationships with existing and new customers occasionally in person but mostly via telephone calls, fax and emails;
- Cold calling potential customers to prospect for new business;
- Responding to incoming email and phone inquiries in a timely fashion;
- Acting as a primary contact between a company and its existing and potential markets;
- Negotiating the terms of an agreement and closing sales;
- Gathering market and customer information;
- Representing our company at trade exhibitions, events and demonstrations;
- Negotiating on price, costs, delivery and specifications with buyers and managers;
- Challenging any objections with a view to getting the customer to buy;
- Advising customers on forthcoming product developments and discussing any special promotions;
- Creating detailed proposal documents, often as part of a formal bidding process, which is largely dictated by the prospective customer;
- Liaising with suppliers to check the progress of existing orders;
- Monitoring and verifying our available inventory of goods in stock;
- Recording sales and order information and entering figures into a computer system;

- Constantly reviewing personal sales performance, aiming to meet or exceed targets;
- Gaining a clear understanding of customers' businesses and requirements;
- Making accurate, rapid cost calculations and providing customers with quotations;
- Feeding future buying trends back to employer;
- Attending team meetings and sharing information and best practice with colleagues.

**The Ideal Candidate:**

- An energetic and positive attitude, with an unwavering eagerness to learn and grow.
- Previous experience in a sales environment; knowledge of general sales processes and procedures a huge asset.
- Clear and confident communication skills, both written and oral.
- Post-secondary education (degree or diploma) preferred.
- Proficiency in Microsoft Office suite (Word, Excel, Power Point), and any exposure to commonly used sales software an asset.

This is rare opportunity for a unique individual. The Maine Wood Treeters is poised for strong future growth and willing to invest in the successful candidate by providing in depth and hands on training, a competitive salary, a benefits package, and unmatched future growth potential.

If this sounds like a great career path for you, please send both a Cover Letter and your Resume to [applications@mainewoodtreeters.com](mailto:applications@mainewoodtreeters.com).