ALMAG Aluminum
SMARTER · BETTER · FASTER

CANADA'S BEST MANAGED COMPANIES

EY Entrepreneur Of The Year™
2016 Award Winner

RESPECT & FAIRNESS • HUMILITY • PASSION FOR PROGRESS • OWNERSHIP

INSIDE SALES REPRESENTATIVE

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INDUSTRY	TYPE	COMPANY SIZE	FOUNDED
Manufacturing	Private	250 – 300 employees	1953

"Whatever it takes. Our people are driven to succeed" – *Bob Peacock, President, ALMAG Aluminum*

Recognized as one of Canada's Best Managed Companies, ALMAG understands that true customer satisfaction comes from delivering an exceptional service and a superior product. Our goal is to provide Customers with peace of mind knowing that quality products, short lead times and customer satisfaction is our top priority through all four pillars of service — Design, Extrude, Fabricate and Finish. We believe in building strong relationships around reliability and ownership which go hand-in-hand with our core values; respect and fairness, humility, passion for progress and ownership. Recognizing that people create culture, our core values are fundamental drivers of our workplace environment.

JOB DESCRIPTION

Directly responsible to the Manager of Inside Sales & Customer Service. Functionally responsible with all members of the Sales Team concerning day to day sales matters and the Production Team concerning order fulfillment. All sales staff contributes to the success of each customer.

Key Responsibilities

- Establish close relationships and a deep understanding of business issues with assigned accounts.
- Co-ordinate sales and service activities with Outside Sales Representatives with the goal of maximizing sales penetration by account.
- Practice consultative and value-added selling techniques using "Solution Selling".
- On a daily basis, update CRM with relevant information gathered from client contacts.
- Utilize CRM in an effective manner to ensure we capture our goals and quotas.
- Promptly and accurately respond to Customer and Prospective customer requests for information and pricing.
- Work closely with Engineering and the Plant to suggest extrusion design changes to improve extrudability, assembly, function and price.
- Report on quality requirements, market trends and competitive information.

- Utilize the Quote Log and follow the pricing guidelines as established by the Vice-president of Sales and Marketing and the Outside Sales Reps.
- Create customized pricing using formulas and spreadsheets
- Receive, input and expedite orders accurately and in a timely matter.
- Qualify potential Customers.
- Provide Credit Department with requested information.
- Prepare NCR's and assist in solving them in a timely manner.
- Work directly with Production staff to provide Outstanding Customer Service.
- Be a strong team player and assist co-workers when needed.
- Comply with all quality related policies, procedures and system requirements.
- Attend prospect and customer meetings as required.
- All other duties as assigned

DESIRED SKILLS AND EXPERIENCE

Experience

- Candidates should have 1-2 years' experience in a sales/customer service environment.
- Must have a good command of English, both written and oral.
- Must have good telephone presence and manners.
- A strong understanding of computers, measurements, tolerances, basic geometry and the ability to read blueprints

Education

- Post-secondary education with mathematical, business, quality, and technical training.
- High school graduation and relevant business experience may be substituted.

Personality Traits

- Should have high energy level, a positive attitude and be able to work without direct supervision.
- Should be a strong team player and work well with others.
- Empathy and confidence will allow the candidate to succeed in this position.
- Good time management and organizational skills are necessary.

MORE ABOUT ALMAG

Since 1953, ALMAG has built a reputation as an industry leader in extruding high-visual, tight tolerance, complex, thin-walled, lightweight and precision aluminum extrusions. Pushing the limits of industry standards, ALMAG is capable of providing Solutions to some of the most complex designs by combining its skills, knowledge and experience with engineering to deliver best in class, quality Solutions with the industry's shortest lead times.

Benefits ALMAG Aluminum offers their employees include:

- Health and dental
- Vision Coverage
- Life AD&D
- Long-term disability
- Critical illness insurance
- Health spending account
- Profit sharing
- Gym memberships – wellness programs
- Education assistance program
- Monthly social committee activities