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519.885.1400
sales@westmountsigns.com

Inside Sales Representative

This position is responsible for inside sales activities from in-person and phone-in order through the project management process. Reports to the Marketing Manager and General Manager and communicates with the Design Team and Fabricators to achieve sales goals.

Responsibilities

- Primary point of contact for phone orders, website inquiries, email orders as well as walk-in traffic
- Maintain professionalism at all times with a high level of customer service skills and product knowledge
- Determine how Westmount Signs and Printing can best fit into a client's needs while offering new and innovative solutions
- Update order management system with customer and project details
- Follow-up on all quotes and interactions throughout the sales process via telephone and electronic communications
- Create custom pricing based on materials and labour to create quotations
- Ensure data accuracy via order management system
- Ensure timelines are maintained while working with the customer to ensure crucial targets are met
- Keep workspace clean and orderly at all times
- Track opportunities for outbound sales calls and inform Sales Manager
- Ensure that customer satisfaction is of primary concern
- Ensure all company policies are respected at all times
- Hours of operation are Monday to Friday from 9:00am to 5:00 pm, however there may be times when slight changes to the working hours may be required

If you think this role describes you, please send your resume to miranda@westmountsigns.com