

INSIDE SALES SUPPORT REPRESENTATIVE

Over the past 40 years, Canusa Wood Products Ltd. has grown to become one of North America's largest importers and stocking distributors of quality hardwood plywood, MDF and specialty panels. Located at the corporate office in downtown Vancouver, the Inside Sales Support Representative will work well with the sales and operations teams to provide outstanding customer service and support. Position responsibilities include:

- **Customer Interaction:**
 - Manage incoming phone calls & e-mails and respond to customer inquiries efficiently
 - Identify and assess customers' needs to ensure satisfaction and provide accurate, valid, and complete information
 - Build sustainable relationships and trust with customer accounts
- **Support and Coordination:**
 - Support sales and purchasing staff by entering orders and transfers
 - Communicate with warehouses, trucking companies, customers, and vendors to ensure smooth operations
 - Communicate with the sales team on customer service issues and work closely with them to enhance the overall customer experience
- **Quality and Improvement:**
 - Maintain and improve quality results by following standards and recommending improved policies and procedures
 - Engage customers and explore opportunities to add value to job accomplishments
- **Team Collaboration:**
 - Collaborate with team members to enhance the overall customer experience
 - Contribute to team goals and organizational objectives

Candidate Qualifications:

- Excellent verbal and written communication skills
- Detail-oriented with strong organizational and time management skills
- Proficient in Microsoft Office
- Relevant post-secondary degree or diploma is preferred
- High attention to detail
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Professionalism and a customer-focused mindset

Compensation:

- Competitive base salary, discretionary bonus, benefits, and RRSP contribution
- Dynamic and inclusive work culture with a supportive team that encourages professional growth and development

Work Hours & Benefits:

Flexible working hours and work-from-home 1 day/week. Reward for hard work and dedication. Ample opportunities for career growth within the company.

Interested persons should forward resumes or for further information, please contact:

Ron Hogg

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