



JOB TITLE: Inside Sales / Customer Service Representative

LOCATION: Delta 11 Sales Office

REPORT TO: Sales Manager, BC

Apply To: humanresources@plastifab.com

DATE POSTED: March 5, 2024 **OPEN:** Until Filled

POSITION SUMMARY:

In this position, you will work alongside and support sales representatives in their day-to-day operations. This includes preparing estimates for construction projects based on contract bids, quotations, schematic drawings, and specifications.

FUNCTIONAL RESPONSIBILITIES:

1. Deliver exceptional customer service and handle customer inquiries.
2. Provide assistance to Plasti-Fab Sales Representatives.
3. Prepare customer quotes using Proprietary quoting system – training provided.
4. Prepare product layout drawings using proprietary CAD based program – training provided.
5. Order entry processing & scheduling.
6. Preparation and maintenance of job files
7. Monitor electronic plan rooms.
8. Conduct field measuring and attend job site meetings.
9. Apply for product specification alternates.
10. Provide on-site support for building systems.
11. Provide input into the development and updating of technical sales tools.
12. Maintain supply of sales materials
13. Other duties as assigned.

SKILLS & KNOWLEDGE REQUIRED:

- Experience with AutoCAD an asset.
- Able to read blueprint drawings.
- At least 1-2 years of customer service experience with inbound and outbound calls.
- Can multitask and provide exceptional service to customers. Comfortable working in a high-volume role and able to meet deadlines.
- Attention to detail and well-organized.
- Proficiency with Microsoft Office.
- Experience with construction materials/products is required.

EDUCATIONAL QUALIFICATIONS:

- Diploma in a relevant construction related field or adequate skills and knowledge from work experience; Construction background is preferred.
- Valid Driver's License with excellent driving record.