Albarrie Canada Limited is a growing manufacturer, providing worldwide innovative engineered non-woven textiles solutions for environmental, technical and extrusion-manufacturing industries.

Celebrating 35 years of success, we are proud of our professional family working environment. We encourage employees to strive for continued improvements, communicate ideas and work cohesively. To help continue our success and growth, we are seeking an Inside Sales/Customer Service Representative to become a dedicated member of our team.

**Key Requirements:**

- Completion of a college diploma or relevant experience.
- Advanced knowledge of Microsoft Office (Excel, Word and PowerPoint).
- Experience working with an ERP system an asset.
- Strong communication skills, both written and verbal.
- Ability to work efficiently and effectively under pressure with simultaneous deadlines.
- Detailed oriented, ability to solve problems and troubleshoot.
- Maintains a positive working relationship with team members and management in a team environment.

**Major Duties & Responsibilities**

- Meets and exceeds sales targets for existing and new business within an assigned territory(s), which will be outlined by management.
- Estimates or quotes prices, credit terms, warranties and delivery dates.
- Advises customers on use and care of merchandise, and provides advice concerning specialized products or services.
• Required to develop sales opportunities by researching and identifying potential accounts.
• Cold-call and qualify prospects that are generated by internal and external source leads.
• Qualify leads and set appointments for the outside sales reps according to their travel schedules.
• Completes accounting related functions including follow up with customers on outstanding balances in methods as instructed by Supervisors.
• Responsible for pre-contract and contract review with customers.
• Responsible for the initial analysis of sales inquiries, feasibility review, and for obtaining all the necessary and required information to ensure an accurate quote.
• Reviews customer contracts and resolves discrepancies with the quotations.
• Confirms all technical information with the customer and enters the order into the system.
• Generates work orders and submits them to the scheduler so they can be scheduled accordingly.
• Performs administrative duties as required i.e. answering phones, data entry, writing correspondence etc.
• Ensures full assistance is provided to remotely located and travelling sales and management personnel in order to ensure customer satisfaction is the highest priority.
• Prepares accurate and timely sales information and reports for senior management on a regular basis.
• Working with the Service Teams, prepare all quotation and documentation as requested and follow up with same regarding documents and receipts needed by accounting and administration to fulfill the service jobs completed.