



## **JOB DESCRIPTION: INSIDE SALES ASSOCIATE**

### **Job Overview**

We are looking for a motivated and well-spoken inside sales representative to join our sales team. The inside sales representative will be responsible for following up with new leads, communicating with customers, understanding their needs, and ensuring a smooth sales process. You should be able to close sales and meet targets.

To be successful as an inside sales representative you should be able to build instant rapport, achieve customer satisfaction, be a good listener, and be a good team player.

### **Responsibilities**

- Respond to customer inquiries, answer questions, and send additional information by email or phone
- Correspond with customers and potential customers to understand their needs and requirements, help them understand our product and manufacturing options, and guide them to select the options that best serve their needs
- Schedule phone calls or video calls to follow-up with potential customers
- Calculate and provide quotes for customer inquiries
- Work with the manufacturing team to communicate customer requests and project specifications
- Close sales and achieve monthly sales target
- Keep up with product and service information and updates
- Stay informed about competing products and services
- Create and maintain a database of current and potential customers
- Use excellent communication and best practices in customer service while interacting with customers

### **Qualifications**

- Graduate Certificate, diploma or degree in Business Studies
- 3+ years of experience in inside sales and/or customer service

- Servant heart
- Excellent customer service skills
- Excellent communication skills, both written and verbal
- Strong listening and sales skills
- Ability to establish rapport and close sales
- Experience working within a manufacturing environment
- Good with numbers
- Good with spatial relations
- Good organizational skills
- Proficiency in Microsoft Office and CRM software
- Good team player

### **About Midland Industrial Covers**

Midland Industrial Covers has been serving businesses in Vancouver & across Canada with quality plastic film & custom manufactured covers since 1958. In the last 12 months we've taken a hard pivot towards providing custom vinyl enclosures for people's homes & businesses & we hope to continue to expand our reach into this market in 2022 & beyond. Custom Manufacturing, Quality Products & Great Service, is our Tag line. Let us know if you'd like to join our team.

### **Application Process**

To apply for this position, please email Frank Peyton at [frank@midlandcovers.com](mailto:frank@midlandcovers.com) with your resume and cover letter.