

Job Posting: Inside Sales

To apply for this job, please send your resume to hr@raiderhansen.com

Our Mission Statement: We create value for our customers by providing the highest quality products with the fastest, most reliable service in the industry.

The Opportunity: Are you looking for a new challenge in a fast-paced, dynamic work environment? Come join our growing team at our Kelowna branch. We work 5 days a week from 7:30 am to 4 pm daily; although some flexibility is available.

About the Company: Raider Hansen is a 100% BC owned and operated company, supplying industrial and safety products, tools and equipment to our customers throughout British Columbia. With nine branches from Vancouver Island to BC's Interior region, we are fully committed to serving our customers in every community we operate in. For over 60 years, we have proudly delivered premium industrial and construction brands, backed by the best service and support in the industry. We want you to grow with us!

Job Description: As an integral part of the Inside Sales Team, you will be responsible for providing exceptional service that goes above and beyond the customer's expectations. Duties and responsibilities include preparing sales quotes, promptly processing sales orders accurately, proactively following up on open orders and ensuring on-time delivery.

Job Responsibilities: Responsibilities and duties include but are not limited to:

- Greet customers as soon as they come in the door.
- Sell products and service customers at the counter, providing pricing and product information in a friendly and courteous manner.
- Pick orders in the warehouse for counter customers. Asks questions about customer's projects to ensure customer is aware of all the items we carry which are related to his/her job.
- Sell products and services over the phone in a similar manner as over the counter.
- Work with Branch Manager and purchasers to provide customers with info regarding lead times and costs.
- Assist in the warehouse when needed.
- Inform customers of any promotions. (Flyers, in store specials etc.)
- Maintain showroom. Includes creating displays, sales tags and flyer displays. Keeps items stocked in a neat and tidy manner.
- May do local purchasing when required.
- Review certain reports on a daily/weekly basis. (Backorders, open orders, action report)
- Self-train on downtime; Online training, YouTube catalogues etc.
- Maintain a neat and organized sales book. Keeping history of dates, times, names, numbers and items ordered. Keep book clear and obvious as to what has and has not been completed.
- Handle cash in a professional manner. Create and submit cash reports for Branch Manager/Accounting to review.
- Pass on any sales leads to Branch Manager and outside salesperson.

- Communicate backorders and lead times to customer and outside sales rep.

Qualifications:

- Strong communication skills both written and oral
- Exceptional Customer Service skills
- Detail orientated and organized
- Related sales and industry experience
- Computer skills with proficiency in MS office and Windows

What we offer:

- Extended health and dental benefits
- Full-time – Monday to Friday
- Comprehensive Training
- Opportunity for growth and advancement
- Fast paced and dynamic work environment