

Job Description

Inside Sales Representative

Overview:

Cascadia Windows & Doors is an innovative, industry leader that creates energy efficient and beautifully designed architectural fiber-glass window system products and technologies, shipping to major construction projects across North America. As an integral part of our Sales Team, the Inside Sales Representative is responsible for supporting internal sales, marketing and delivering exceptional sales support to our customers and other outside sales reps.

Reporting to the Vice President of Sales and Marketing, this role will partner with Sales Representatives and Independent Rep Agencies to drive growth through sales support, outbound follow up activities, and project tracking. Working closely with the sales and marketing teams, the Inside Sales position plays a key role in developing and growing the business.

General List of Responsibilities:

- Proactive outbound quote follow-up with Independent Reps and Customers.
- Back up and support for Cascadia Clip business.
- Targeted customer management through CRM adherence.
- Prospecting Architects, Developers, General Contractors, Window Cladding and Roofing Installers.
- Establish relationships with and reach out to targeted customers.
- Provide sales support to outside sales representatives and independent representatives.
- Prepare and deliver quotations for customers.
- Work closely with outside sales to coordinate customer sample requests.
- CRM "super user"
 - Manage and cultivate system
 - Project Management tracking
 - Managing relationships
 - Determine follow up target lists for Sales Reps/Independent Reps and delegate as appropriate
 - Support other users
- Tradeshow/marketing campaign lead follow up.
- Utilize subway line strategy to track projects, endeavoring to capture all relevant data in CRM, for projects and/or companies, as well as manage day-to-day activities.
- Coordinates remote and in-person customer training.
- Develops sales reports as required by Sales Management utilizing CRM.
- Works closely with operations to ensure customer needs are met.
- Respond to technical inquiries from customers, designers, engineers, and others, and co-ordinate with Cascadia's technical team and agents to provide timely responses.
- Work with the Business Development Manager and agents to follow up on past quotations. Make best efforts to close on quoted projects and secure contracts.
- Make outbound calls to source and develop additional opportunities to quote and supply Cascadia products.
- Continuously learn about our products and industry.

Qualifications:

- 2-4 years of previous work experience in inside sales or customer service
- Experience in MS Word, Excel and working with an ERP/CRM system is beneficial
- Drive to work in a fast paced and rapidly changing environment
- Interest or experience in the construction industry is an asset
- Experience working in a manufacturing organization is a plus

Demonstrated Skills:

- Passionate problem solver, inquirer, learner
- Strong customer orientation; excellent interpersonal and communication skills
- Technical, analytical, and thoughtful; a demonstrated ability to effectively organize and prioritize multiple tasks and activities
- A strong team player, who is ultimately focused on delivering results with high standards

What We Offer:

- An opportunity to make your mark in a well-established but growing company that is focussed on helping the construction industry achieve higher performing buildings
- Competitive salary and benefits program
- Continuous training and opportunities to learn with a knowledge-based company that is at the forefront of the green building movement

The role is based in the head office in Langley, BC working Monday-Friday full-time and reporting to the Vice President of Sales and Marketing.

Please send expressions of interest and resumes for this position to: info@cascadiawindows.com