

JOB DESCRIPTION:

Cascadia Clip® - Inside Sales Representative

OVERVIEW:

Cascadia Windows & Doors is an innovative manufacturer, creating beautifully designed architectural fiberglass windows and doors, as well as the Cascadia Clip® cladding attachment systems. As an integral part of our Sales Team, the **Cascadia Clip® - Inside Sales Representative** is responsible for supporting sales and marketing efforts, as well as delivering exceptional service to our Cascadia Clip® customers across North America.

Reporting to the Vice President of Sales and Marketing, this role will partner with Sales Representatives and Independent Rep Agencies to drive Cascadia Clip® growth through sales support, outbound follow up activities, and project tracking. Working closely with the sales and marketing teams, the Cascadia Clip® - Inside Sales Representative 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
- Support the Cascadia Clip business with quotations and responding to customer inquiries
- Targeted customer management through CRM adherence
- Prospecting Architects, Developers, General Contractors, 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 coordinate with Cascadia's technical team and agents to provide timely responses
- Work with Sales and the Business Development Manager 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.

To apply, please send resume and cover letter to gduck@cascadiawindows.com