

JOB DESCRIPTION:

Cascadia Clip® - 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 **Cascadia Clip® - 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 Director of Business Development, this role will partner with Sales Representatives and Independent Rep Agencies to drive growth through sales support, quote and order processing, inventory management, 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:

- Support the Cascadia Clip business with quotations and responding to customer inquiries
- Prepare and deliver quotations for customers
- Process customer orders
- Targeted customer management through CRM adherence
- Establish relationships with and reach out to targeted customers
- Provide sales support to outside sales representatives and independent representatives
- Work closely with outside sales to coordinate customer sample requests
- CRM "super user"
- Tradeshow/marketing campaign lead follow up
- Proactive outbound quote follow-up with Independent Reps and Customers
- Prospecting Architects, Developers, General Contractors, Cladding and Roofing Installers
- 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
- Coordinate remote and in-person customer training
- Work 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 and reporting to the Director of Business Development.

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