

Inside Sales Representative - Winnipeg

<p>Position Overview</p>	<p>As an enthusiastic service oriented team player, the Inside Sales Representative (ISR), will focus on achieving annual parts and service revenue growth through proactive sales communications and relationship building as the key contact for assigned customers. This ISR will also focus on supporting our outside PSAMs including business and process administration. This opportunity could ultimately lead to an Account Manager position for successful incumbents.</p>
<p>Key Accountabilities</p>	<ul style="list-style-type: none"> • Demonstrate safe work and environmentally sound behaviours at all times in support of Toromont's Health and Safety Policy, Programs and initiatives • Establish, qualify, build and manage customer relationships with small to medium sized customers (up to 750 accounts) • Plan and execute communication campaigns for both inbound customer inquiries and outbound follow up • Provide product support solutions with a focus on current promotions, preventive maintenance programs and consumables • Provide inside sales support and directly contribute to the achievement of annual sales revenue targets with the Product Support Account Managers (PSAMs) serving the electric power generation, marine, rental and industrial market segments • Develop short to medium (1-2 years) range territory plans to prospect new business within the assigned customer base • Distribute new Parts and Service leads, market and competitive information to the appropriate PSAMs • Contribute to the development and administration of Power Systems Parts and Service Marketing Programs • Maintain Quote Log System to ensure timely and accurate sales information • Develop customer quotes and tenders from recommendations made by technicians and assist with quotes for new contracts to ensure all Toromont financial and risk management objectives are met • Track and analyze quoting activities and provide feedback on deals won/lost performance • Collaborate with the Field Service Team to ensure all PM Service Reports are current • Participate in the collection of outstanding customer payments and facilitate resolutions/agreements related to issues surrounding parts and service work performed • Maintain and administer related processes and systems including call reports , weekly call plans, PM Quoter, CSA Builder and other administrative duties in support of the business • Participate in appropriate industry associations, training sessions and customer events
<p>Key Qualifications</p>	<ul style="list-style-type: none"> • Post Secondary Education with a technical focus and 2-5 years experience in a customer facing position • Relevant industry knowledge (Electric Power Generation, Industrial, Marine) • Knowledge of diesel and gas engines, generators, switchgear and transfer switches • Customer centric with strong interpersonal, conflict resolution and relationship building skills to collaborate with cross functional teams • Superior communication, organizational, planning and negotiation skills • High aptitude for delivering results in a fast-paced, demanding, deadline-driven environment with constantly changing priorities • Solid business and financial acumen with engaging presentation skills • Extremely computer literate with proficiencies in contact management and MS Office Applications <p style="text-align: center;"><i>Toromont is an equal opportunity employer who recognizes and values diversity.</i></p>