



Corrosion Service was founded in 1950 by Thomas R.B. Watson as the first Canadian firm to specialize in cathodic protection. Our founding philosophy was based on the principles of providing great customer service and developing a deep understanding of customer needs, these same core principles still guide our company today.

Throughout our history we have always been privately owned by successive groups of employees that have risen through the organization. This ownership structure gives us a unique perspective on business and ensures that our stakeholders (customers, employees and partners), rather than shareholders, always come first. This is vital for a company such as ours, given that we exist primarily to protect the environment, our fellow citizens and the prosperity of the communities in which we live.

Position: Customer Service / Inside Sales

GENERAL FUNCTION:

The Customer Service & Inside Sales is the first point of contact for both internal/external customers, the role of the Customer Service & Inside Sales. This position is in our Markham Branch.

Responsibilities:

- Create quotes for potential new customers and existing customers and assist outside sales team with their admin duties and any support they need for their clients.
- Follow-up with quotes to achieve a high conversion rate (Quotes to Sales Orders)
- Respond to customer enquiries, providing resolution for issues within target response times.
- Document and escalate any customer service issues and/or shipping/receiving errors to the appropriate departments.
- Develop and maintain a positive client relationship by providing routine follow-up internal/external customer service calls.
- Receive orders from external customers and enter them into the corporate Enterprise Resource Planning (ERP) system.
- Release orders to the warehouse when ready for picking and packing.
- Generate invoices and submit to customer contacts.
- Resolve non-payment issues and ageing balances with client accounts payable
- Prospect and build a sales pipeline for Business Development Specialists/Inside Sales via outbound cold calling, email communications and other direct marketing methods.
- Qualify all sales leads, and filter through the sales process by setting up face-to-face appointments for Business Development Specialists.
- Follow-up with each Business Development Specialist, post meeting. Determine result of respective meeting, and follow up appropriately to close the loop
- Meet daily, weekly, and monthly phone and email communication targets in accordance with strategic plan, developed by the Director of Supply Chain.
- Consistently log and record each-and-every outreach made, in the Customer Relationship Management database, producing regular activity reports as requested by Director of Supply Chain.
- Close smaller deals independently, up-sale and meet or exceed net markup targets.



- Develop and maintain a commercial understanding of CSCL products and services.
- Input lead/opportunity information into the corporate Customer Relationship Management system.
- Provide verbal and written status reports to the Director of Supply Chain as required.
- Develop and maintain working relationships with existing and potential vendors.
- Contribute to the marketing team effort by performing related tasks as required.

Qualifications:

- College course work in a Business Administration background OR significant on job experience in customer service.
- Minimum 5 years related work experience
- Excellent computer skills
- Excellent grammar and English
- Bilingual is an asset

We are an organization where you can apply your skills to some of the world's most challenging, and interesting projects nationwide. It is a place that values the diversity of our areas of practice and our people. It's what makes Corrosion Service a great place to work and grow. Corrosion Service is an Equal Opportunity Employer. If you would like to work in a stimulating environment with the prospect of developing your potential, we invite you to explore the possibility of joining our team.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process.

Note: All employment is conditional upon the completing and obtaining a satisfactory background check, including employment, references and criminal records (for which a pardon has not been granted) checks.

Please note that only individual selected for an interview will be contacted.