

## Inside Sales Agent Bilingual

***As an Inside Sales Agent, you will be supporting and closely working in collaboration with a dedicated number of our Sales Account Managers and selecting valued customers. The office space is an open area where everyone has their own workstation. This is a full-time position at the office.***

### ***Duties and responsibilities:***

- Support the assigned Account Managers in providing superior customer service
- Present and create new product listings with existing and new customers
- Answer incoming calls and emails, process orders in the system, list new products and perform follow-ups
- Prepare quotes and proposals, obtain supporting documents from Quality Assurance, process sample requests
- Check the accuracy of purchase orders and issue sales orders according to the instructions
- Communicate internally with various departments on a regular basis
- Create and update information on various databases
- Project a professional and credible image of yourself and the company
- Participate in tradeshow events
- Monitor industry trends on an ongoing basis
- Collaborate on various initiatives and perform other related tasks

### ***Ideal profile:***

- College or University degree in Business Administration OR a combination of education and relevant experience will be considered
- Experience in B2B sales, retail sales, and customer service.
- Fluency in French and in English (oral and written) is a must
- Computer skills including MS Office (Excel intermediate level)
- Organizational & interpersonal skills
- Ability to work independently, with little direct supervision, to achieve objectives
- Focus on details and quality, someone reliable and consistent

### **Schedule:**

- 8-hour shift
- Day shift
- Monday to Friday
- Workplace: In person at the office full time