

Inside Sales + Support Representative

Posting Date

06.24.2020

Fluxwerx is a world-class, industry leader that creates innovative and award winning architectural LED lighting products and technologies, shipping to major construction projects across North America and around the world. As a growing leader in the LED lighting industry, We're looking for people with vision and who want to come along with us as much as they are compelled to be instrumental in taking us there—driven, energetic, forward thinking and curious individuals willing to look outside of titles and roles (though you'll have both).

Tell us what compels you to do what you do. Convince us you're our next great, long term team member.

As an integral part of our Inside Sales + Support team, you are responsible for supporting internal Sales/Marketing, Operations and Engineering teams; and delivering exceptional sales support to in-field Regional Sales Managers and other outside sales reps. You will be responsible for building and maintaining day to day relationships with our customers by

- Leveraging your problem solving and relationship management abilities to address architectural, engineering and installer technical and onsite construction issues with urgency and excellence
- Responding to customer's questions relating to product knowledge, order status, or shipments
- Interacting with leading architects, engineers, building consultants, and trades across North America to provide technical support and assistance

Deadline

Until position is filled

To explore this opportunity, please submit your resume and cover letter in PDF to work@fluxwerx.com and include the job title in the subject line. We thank all applicants for their interest, however only those under consideration will be contacted.

Duties

- Primary point of contact for our customers' ordering requirements
- Processing sales orders accurately and in a timely manner
- Handling all incoming calls related to order questions / delays / damage etc.
- Outgoing Logistics support
- System maintenance and updating

You Bring

- 2-4 years of previous work experience in inside sales or customer service
- Experience in MS Word, Excel and working with an ERP system is beneficial
 - Infor Syteline a plus
- Desire to work in a fast paced and rapidly changing environment
- Experience in the commercial lighting industry or experience in other specification grade architectural product categories in a construction-oriented industry is highly beneficial
- Experience working in a manufacturing organization is also a plus

Demonstrated Skills

- Passionate problem solver, inquirer, learner
- Strong customer orientation; excellent interpersonal and communication skills
- Ability to work well with a team, and take direction
- Sharp, analytical, and thoughtful; a demonstrated ability to effectively organize and prioritize multiple requirements
- Initiative, delivers consistent effort, intense commitment, and demonstrates a willingness to go above and beyond when needed
- 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
- Competitive salary and benefits program
- Generous RRSP matching program
- Friendly and flexible work environment in a growing organization