



Inside/Outside Sales and Account Manager

Barbican – Fort Erie, ON

Barbican is a fast growing manufacturing company based in Fort Erie, Ontario. Due to expansion, we are looking to add to our Sales team with the opportunity for an Inside/Outside Sales Representative and Account Manager. Lighting experience is preferred, but training will be provided for the right candidate. An understanding of distribution channels with a focus on architects and interior designers preferred. Some travel will be required. Presence at our Fort Erie facility is expected when not traveling and as such, candidates from the southwestern Ontario region will be given preference. Position offers a base salary as well as commissions, profit sharing plan, benefits package, travel expenses and car allowance.

Please note that this is not a *new business development* sales position, but rather a position focused on the promotion and education of our products to the design communities of North America.

This position is responsible for providing quotes and sales support to our customers via email, chat line, and phone. Must be able to quickly process critical information, work well within a team environment as well as with minimal supervision. The ideal candidate will understand customers' needs, have excellent written and verbal communication skills, and be able to multi-task, prioritize and manage time effectively. Previous experience in sales and customer service preferred. Must be proficient in Outlook. This position offers the opportunity for long-term personal and career growth.

DUTIES & RESPONSIBILITIES

- maintain and expand the company's customer database
- ensure follow-up by passing leads to sales agents with calls-to-action, dates, complete profile information, sources, and support them in the sales process
- set up and deliver sales presentations, product/service demonstrations, and other sales actions
- where necessary, support marketing efforts such as trade shows, exhibits, and other events
- make outbound follow-up calls to existing customers via telephone and email
- handle inbound, unsolicited prospect calls and convert them into sales
- overcome objections of prospective customers

- emphasize product/service features and benefits and quote prices
- coordinate customer training as necessary
- enter new customer data and update changes to existing accounts in the corporate database
- investigate and troubleshoot customer service issues
- attend periodic sales and customer service training where applicable
- become aware of manufacturing competitors and their products
- appropriately communicate brand identity and corporate position
- respond to customer service calls in a courteous and professional manner
- address client inquiries

QUALIFICATIONS

- previous experience in the lighting industry is mandatory
- achievement oriented and success driven
- ability to work as an individual within a team environment
- ability to quickly assimilate and process critical information
- experience in sales an asset
- ability to understand customer needs and requirements
- excellent verbal and written communication skills
- strong listening and presentation skills
- ability to multi-task, prioritize and manage time effectively

If you would like to be a part of this dynamic team environment, please email a cover letter and resume to jessica@barbican.ca.

We thank all who are interested but only successful candidates will be contacted.

Job Type: Full-time

Date Created: January 5, 2018