

## **Internal Sales Coordinator**

*(Bilingual English/ French)*

XL Flooring and EZ Lay flooring are importers/distributors of flooring products with 1,000+ dealers across Canada and the US. We strive to have a professionally managed company which provides solutions and exceptional service to our customers, in addition to innovative flooring products. We value relationships and place integrity and trust as the cornerstone to our success. We pride ourselves on offering a great work environment, professional corporate culture and a dedicated team.

We are seeking an Internal Sales Coordinator who will be responsible for taking customer inquiries, answering questions and aligning the customer in the direction of the appropriate department and contact within our businesses. With a field based team of sales executives across Canada and into the United States, there will be occasions where inside support is required to best suit the needs of the customer and to assist the sales person in their absence away from the office.\

If you think you are wonderful, have expressive telephone manner and the written communication skills that leave nothing to doubt please send your cover letter and resume to the attention of Plakilla Sandell.

We are in a beautiful area of North Vancouver, the candidate would be more comfortable living within a 30 minute commute due to the continuous build up of traffic in recent years. A preference for working hours would be between 8.30am and 5.00pm Monday to Friday.

### **Key responsibilities**

- Assisting with general inquiries from customers
- Answering questions relating to product detail and availability
- Supporting field sales team & customers with requests for information
- Proactively studying customer performance through analysis (with Sales Manager)
- Conduct customer satisfaction surveys through contact by telephone / email
- Working with dispatch department for effective distribution of customer samples
- Informing management of all customer concerns over quality of product and/or service experiences

***Fluency in French will be considered an asset!***