

Department: Sales

**Inside Sales Agent**

Status: Permanent, Full Time

Schedule: 40 hours per week, Flexible

Flexible to work outside of regular hours, on occasion with prior notice

## Main Responsibilities

- Support effectively assigned Account Managers in providing superior customer service
- Present our various products and service offerings
- 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, assemble and send samples to customers
- Check the accuracy of purchase orders and issue invoices according to the instructions
- Communicate with the various internal services regularly
- Create and update information on various databases
- Project a professional and credible image
- Take part to events (tradeshows) post Covid
- Monitor industry trends on an ongoing basis
- Collaborate on various initiatives and perform other related tasks

## Profile

- Diploma in administration, hospitality management or a combination of education and experience will be considered
- Experience of more than 2 years in retail sales, customer service or in the hospitality industry
- Fluency in English (oral, written)
- Proficiency in French (oral, written) - asset
- Computer skills including MS Office (Excel intermediate level) and various platforms (SAP BI, Web)
- Organizational & interpersonal skills
- Presentation skills
- Ability to work independently, with little direct supervision, to achieve objectives
- Focus on details and quality, someone reliable and consistent
- **Physical requirement:** Ability to go up / downstairs, to push, pull and lift objects weighing up to 10 kg, to remain in a seated position without breaks
- **Ability to travel to the US**

Please submit your CV and preferred working conditions to [CV@tootsi.com](mailto:CV@tootsi.com).

Only the selected candidates will be contacted.

Thank you for your interest!