



Customer Service/Inside Sales Representative

ABOUT ALLIANCE DOOR PRODUCTS - WINNIPEG

We are a leading manufacturer and distributor of residential, commercial doors and architectural interior and exterior doors, door systems, hardware, and millwork products in Canada and the US. A family-owned-and-operated business enterprise, we strive to be honorable in all we do, help others, pursue excellence, and grow profitably.

Alliance is committed to serving our customers and the communities we live in through excellence in business bringing you the highest quality products and service.

See what our employees say about working at Alliance Door Products.

<https://dmc.widen.net/s/frpqxfz5w/alliance-door-products-brand-video-final>

Position: Customer Service/Inside Sales

Duties: In this role you will process customer and vendor purchase orders, handle customer calls, provide quotes, track orders, follow up and provide feedback for customer quotations, and positively and professionally address customer needs, requests and concerns.

Shift: Monday to Friday, 7:30am to 4:00pm OR 8:30am to 5:00pm

Compensation: Annual salary - dependent on experience.

Additional benefits and perks:

- Extended medical, dental, and vision plan
- Life insurance
- Disability benefits
- Registered Retirement Savings Plan (RRSP)
- An employee referral bonus program (value of up to \$775/per year, per referral)
- Career growth potential
- Staff events (lunches, BBQ's, outings)

QUALIFICATIONS:

- Minimum of 2 years customer service experience in the building materials industry, **required**
- Strong organization skills and ability to productively work on multiple tasks
- Strong written and verbal communication skills
- Ability to work well with internal & external customers, even in tense or aggressive situations
- Customer Service oriented/attention to accuracy, detail, quality and service
- Knowledge of Microsoft Office, demonstrated excellent general computer skills, knowledge of modern office procedures and methods including telephone communications, office systems and record keeping
- Ability to efficiently learn and master product information, processes and procedures
- Ability to maintain effectiveness (quality) and efficiency (productivity) in a fast-paced environment, with frequent interruptions and with minimal supervision
- Working knowledge of spread sheets for estimating, costing, and analysis (preferred, not required)
- Ability to handle and resolve recurring problems
- Ability to prioritize and use sound judgment
- Ability to work well in a team environment, as well as individually, without supervision

#INDA