



Order Entry/Inside Sales Representative

Alliance Door Products of Edmonton, AB has an immediate opening for a **Customer Service/Inside Sales Representative**. If you have the skills and experience in customer service, would like to become a door product and millwork specialist, and ensure our customers receive the highest quality service, on time and every time, this opening may be a great fit!

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/frpqlxfz5w/alliance-door-products-brand-video-final>

Position: Customer Service/Insides Sales Representative

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, 8:00am to 4:30pm.

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:

- 2 or more years' experience in customer service role, ideally in the door/building products industry
- 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

ABOUT ALLIANCE DOOR PRODUCTS

With several locations across Canada and the US, we are a leading manufacturer and distributor of residential and commercial doors. We strive to be honorable in all we do, help others, pursue excellence, and grow profitably. Every day, we ensure that we are providing the building materials market with door and millwork products of the highest quality. We are responsive, efficient, and prompt in our services and always make sure that our customers have the greatest potential for profit. We value respect for all people, integrity in every situation, and great attention to the quality of our products.