



Technical Sales Representative

Alliance is 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.

Position: Technical Sales Representative

Shift: Monday to Friday – **start and finish times to be determined**

Responsibilities:

- 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
- This position also incorporates a 10–15% outside sales component, targeting customers whose primary focus is multi-family and commercial projects.

Core Skills & Qualifications:

- 2 or more years' experience in customer service and/or technical sales role, ideally in the door/building products industry
- Strong organizational 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 spreadsheets 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

