



INSIDE SALES/SALES COORDINATOR

The Inside Sales/Sales Coordinator is the first point of contact for dealers and customers requesting information & assistance via the phone, emails, and the website to ensure a smooth sales experience. You will demonstrate excellent customer service skills in a prompt & professional manner. You will qualify & route sales opportunities to the appropriate Territory Managers for further development. This role requires someone with a strong positive attitude and a drive to succeed; striving to ensure optimal customer satisfaction.

QUALIFICATIONS

- Post secondary education & relevant experience.
- Heavy equipment operator and equipment knowledge
- Technical knowledge specific to the heavy equipment/mining/ construction industries.
- Customer focus: proven ability to build & maintain relationships through effective communication & strong interpersonal skills.
- Positive and motivated team player with a sense of urgency & attention to detail
- Working knowledge of MRP/ERP databases, Microsoft Office; including Excel, PowerPoint, Word & Outlook

RESPONSIBILITIES

- Act as first point of contact for incoming calls, emails & website requests for information & inquiries from dealers & end users. You will respond promptly & efficiently. Share information with AMI Sales & Management Team.
- Provide prompt follow-up on leads & inquiries and assist the sales team as necessary.
- Guide dealers through the quotation & order process from start to finish so they understand what to expect e.g. Lead times, specifications, pricing options.
- Demonstrate accurate & extensive knowledge of our AMI Products & services and applications.
- Coordinate with the Inside Sales Manager & other sales team members to follow up on sales inquiries & leads. Assist in developing action plans & follow-up strategies.
- Initiate processes & improvements necessary to coordinate the sales process efficiently & effectively.
- As part of the Inside Sales Team, you will also provide back-up support for the Inside Sales Coordinators and the AMI field sales team, along with telephone support for the main business line.

WORKING CONDITIONS

- Office Environment

Use our online application form, or email your cover letter and resume to:

careers@amiattachments.com