



BECOME ONE OF OUR BEST ELEMENTS

Just as air, fire, water and earth are essential to life, a successful employer is essential to a satisfying career. **Air Liquide**, a global leader in gases for industry, health and the environment, is such an employer. We will value your expertise and creativity, and encourage you to become one of the best elements of our success. Join our team and share our pride in a job well done – you'll be in good company.

INSIDE SALES REPRESENTATIVE – WINNIPEG –PERMANENT POSITION

An overview of the mandate

As an Inside Sales Representative, your principal function will be to act as the main contact with customers on a daily basis, efficiently processing their orders, along with offering support to Sales Team members, as well as maintaining and boosting product sales to existing and potential customers. An underlying aspect of all your activities will be the active promotion of ALC quality and safety objectives. Specifically, you will:

- prepare tenders and cost estimates for product delivery
- inform customers about products, prices and availability, suggest products adapted to their specific needs, respond to technical questions, and process complaints
- work with the Sales, Administration, Warehousing and Cylinder Operations teams to meet, and even surpass, customer expectations
- manage distribution and shipping, coordinating follow-ups and orders with other departments
- process shipping vouchers and monthly invoices, when necessary
- create purchase orders and delivery vouchers for special deliveries
- ensure administrative follow-up, including credits and processing of rental and repair orders
- be responsible for product display and demonstration, including coordinating promotions as well as setting up and maintaining showroom display shelves for retail customers
- participate in training to increase knowledge and technical competencies regarding products
- work with your own team and multipurpose teams to continually improve work processes
- become familiar with, and adhere to, ALC Safety Manual procedures
- put in place corrective and preventive measures to respond to customer complaints

Critical competencies for success

- Persuasion, persistence and confidence guide your actions as a sales professional, making recommendations and decisions based on a complete analysis of facts.
- Technically adept, you easily master job-related concepts, tools and methods, meet or even exceed professional requirements, and keep abreast of new developments in your field.
- Known for your strong interpersonal skills, you maintain solid relationships with colleagues.
- Customer-oriented and service-driven, you are attentive to customer needs and requests, respect commitments made, and initiate new ideas to meet expectations.
- You know how to define and achieve objectives, determine and efficiently allocate required resources, establish and implement work plans, establish priorities, and use efficient methods, systems and work tools.
- You are a team player who shares knowledge and experience, listens and works cooperatively with others, and considers their needs, ideas and opinions when making decisions.

The ideal Inside Sales Representative profile

- Post-secondary diploma, or combination of a secondary school diploma and related experience
- 2 to 5 years of experience in the industry
- Quality System (ISO) training
- Training in welding products
- Knowledge of computer systems and welding
- Good written and oral communication skills

Discover the benefits of employment with Air Liquide

The reasons for joining Air Liquide Canada are many. We offer a competitive compensation and benefits package. We value technical expertise as much as managerial experience. We welcome and promote diversity in all its forms. And we offer a wide range of career paths in a wide variety of fields.

Air Liquide Canada adheres to an employment equity program and wants to create a stimulating and open workplace that fosters fairness, respect and diversity.