



## **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.

### **OUTSIDE SALES REPRESENTATIVE – OTTAWA –Permanent position**

#### **An overview of the mandate**

Ensuring quality customer service and improving the efficiency of sales and delivery operations is at the heart of your role as an Outside Sales Representative, which will see you providing support to Inside Sales Representatives while promoting ALC's quality and safety objectives. Specifically, you will:

- to provide customer service, including opening new accounts
- handle telephone pre-sale duties for large customers
- complete tender requests as well as cost and shipping estimates for products
- record cases of non-compliance and customer complaints concerning billing
- work closely with the Sales and Customer Service teams to assess customer satisfaction and benchmark use of competing products
- identify new products and opportunities
- coordinate procurement, receiving material, tracking requests and pending orders, and preparing customer orders
- coordinate cylinder inventories at customer facilities, including a physical count twice a year, and ensure that clients have sufficient product quantities on hand at all times
- ensure the efficiency of your distribution routes so that products are shipped to customers quickly and effectively
- enter truck data in the Cylinder Management System (CMS) and other systems
- deliver products in the case of unexpected or urgent client orders
- work in cooperation with your own team and cross-functional teams to continuously improve work processes
- contribute to improving health and safety at work
- follow Quality Manual procedures
- put in place corrective and preventive measures to respond customer claims

#### **Critical competencies for success**

- Customer-oriented and service-driven, you are attentive to customer needs and requests, respect commitments made, and initiate new ideas to meet expectations.
- You are resourceful and able to initiate ideas and solutions, take action without waiting for directives, and establish your own performance objectives and deadlines.
- A cooperative team player who shares knowledge and experience, you listen to others and consider their needs, ideas and opinions when making decisions.
- Known for your strong interpersonal skills, you maintain solid relationships with colleagues.
- 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 skilled problem-solver, able to identify and analyze problem situations in a timely manner, highlight key issues, as well as develop and propose alternative, feasible solutions.

#### **The ideal Outside Sales Representative profile**

- College diploma or combination of a high school diploma and pertinent experience
- 2 to 5 years of experience in the industry
- Quality System (ISO) training
- Knowledge of computerized systems, including MS Office
- Knowledge of industrial and welding products
- Written and oral communication skills
- French/English bilingualism



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### **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.