

Do you enjoy providing expert support to a successful sales team?

Are you patient and efficient while complete tasks with attention to detail?

If so we need to talk to you. Pella Windows & Doors of Western Canada, a growing company, is now looking for a Sales Support Coordinator at our Calgary head office. We need a confident, outgoing, and detailed individual who is self-disciplined and thrives on a challenge.

We provide:

- Competitive salary
- Full training
- Benefits
- Positive, supportive, and team environment

The Sales Support Coordinator role is designed to be a resource to key sales associates. This position requires learning and understanding the Pella product offering and quoting system, as well as interaction with a wide variety of builders, contractors and homeowners. This position is accountable for the formulation and administrative execution of sales location's proposals, orders, reports, and follow-up procedures in addition to assisting Pella sales representative(s) in achieving and maintaining excellent customer satisfaction. Assigned teams and tasks will vary based on business necessity.

Responsibilities/Accountabilities:

- Administers, verifies, and submits accurate product orders by communicating with sales representatives and customers, and having sound knowledge of Pella products, systems, and procedures
- Works in the field to formulate product proposals by effectively and accurately sizing rough openings and blueprints, communicating with customers and utilizing automated systems
- Prepares activities reports using required systems and software for the needs of management
- Uses the Pella Quoting Management system (PQM) in conjunction with Salesforce to enter orders, providing complete and accurate information to Sales Representative or Customer
- Verify contract/proposal to ensure the correct product is ordered, built, and delivered to the customer
- Assists Pella Sales Representative(s) in calling and following-up on leads, processing customer requests for service or change orders, communicating the Pella offering to customer and maintaining accurate documentation of such communication
- Understands and utilizes all necessary software (PQM, MSOffice, etc.) by continually learning through experience and training
- Meets company safety requirements by keeping work area neat and clean, following all company safety policies and procedures, and reporting any safety concerns.
- Performs basic blueprint take-offs by accurately reading and interpreting client blueprints. Coordinates for internal drawings when necessary.
- Analyzes and organizes office operations and workflow through periodic audits and management feedback
- Promotes and facilitates continuous improvement activities in the department
- Assist in building and maintaining strong customer relationships
- Point of contact after the sale to field any follow-up questions
- Manage recovery process for shortages and damaged product by facilitate ordering parts and/or scheduling service appointments as needed
- Handle Pella Architectural Services (PAS) requests as needed
- Facilitate sample delivering/pick-up
- Occasionally work variable, non-traditional hours and make oneself available for weekends.
- May require representation of Pella as needed at company sponsored events, and/or builder home shows.

Skills/Knowledge

- General construction knowledge
- Provide superb customer service and generate referrals from one customer to others
- Create a sense of trust and reliability with customers
- Work collaboratively with Pella team members and customers
- Enjoys working in fast-paced environment with a high sense of urgency
- Strong problem-solving skills

- Energized by meeting and engaging new people, skilled networker
- Demonstrates confidence balanced with humility
- Tenacious, able to persevere through sales challenges and setbacks
- Demonstrates a strong work ethic, flexible about hours, responsive to customer needs, willing to be available
- Seeks out internal experts and utilizes their knowledge
- Adaptable to changing processes and priorities
- Focused on details and follow through
- Proficiency with Microsoft Office and smart devices, and ability to learn internal software programs and applications

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications, physical demands and work environment characteristics listed below are representative of the knowledge, skill, and/or ability required to successfully perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Must have High School Diploma. 2 year's customer service, or general business experience preferred. Prior knowledge of general construction applications and terminology and/or window and door applications or components is desirable but not required.

Computer Skills:

- Proficiency with Microsoft® Word, Excel, Outlook and PowerPoint software applications. Will be expected to develop proficiency in Pella proprietary software (i.e. PQM, Salesforce, OMS, etc.). Experience with Paradigm based quoting software is an asset.

Language & Communication Skills:

Excellent verbal and written English language skills are required as well as good public relations, public speaking, and customer service skills. Ability to read, interpret, understands and explain documents such as sales processes, product specifications or warranty manuals. Ability to effectively present information to others, gather information from others, and respond appropriately to questions from customers, co-workers and managers. Must display excellent phone and email etiquette. Must be able to present appropriate professionalism for the situation when interacting with customers or coworkers.

Professional Skills:

Must be a team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-disciplined, self-motivated, and have a demonstrated ability to follow projects through to completion. Attention to detail is required. Must be able to demonstrate organizational skills, prioritize tasks, and meet deadlines. Must be able to develop trust, respect, and confidence of customers, coworkers and managers. Must present in a clean and neat physical appearance. Must be able to investigate issues and resolve conflict in the best interests of the business and our customers.

Mathematical Skills:

Ability to subtract two digit numbers and to multiply and divide with 10s and 100s. Ability to perform calculations using units of money, time, measurement, etc. Ability to calculate figures and amounts such as proportions, percentages, area, length, width, height, and depth. Ability to apply basic concepts of algebra, geometry and general business math.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, type or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit, stoop, or crouch. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds using proper lifting techniques.

Travel

The vast majority of time will be office based and any travel will be local. Must be able to drive to showroom, job sites and customer/contractor locations and required company functions at various locations