



Job Profile – Customer Sales Representative, Shared Services

Title:

Customer Sales Representative (CSR), Shared Services

Reports To:

Manager, Shared Services

Description:

The Customer Sales Representative position combines elements of customer service and inside sales as it relates to the Shared Services department. The role of the Customer Sales Representative is to maintain positive customer relationships for the Shared Services customer base and provide sales support to the internal Business Development & Commercial sales departments while representing End to End's core values – Quality, Integrity and Balance. The Customer Sales Representative will be responsible for responding to requests from customers and internal departments as well as coordinating the necessary resources to ensure Shared Services response timelines are met.

Primary Responsibilities:

- Provide day-to-day customer service and sales support in a professional manner to the entire End to End customer base, including but not limited to inquiries, quotations, order entry, order processing, contract administration/management and follow-up.
- Develop and maintain the Shared Services customer base. Conduct regular customer review calls as per customer review procedure and follow up as necessary.
- Collect and report post sales customer information and issues.
- Assist in completing sales projects including RFP's, proposals and marketing.
- Maintain knowledge base on current End to End products and new products.
- Maintain sales opportunities and forecasting in the corporate sales automation system.
- Maintain up-to-date customer information in the corporate sales automation system.
- Perform administrative duties as needed by the Shared Services department including but not limited to procurement, shipping and facilities co-ordination.
- Perform customer contract and service reconciliations.
- Perform reporting functions on an ongoing and timely basis including Quotes, Bookings and Renewals.



Qualifications:

- Customer service oriented with a high level of awareness to surroundings and people, including excellent listening ability.
- The ability to promote a positive work environment through team work.
- Capable of thriving in a dynamic workplace while recognizing and developing sales opportunities.
- Understands how to utilize organizational structures and processes to achieve success.
- Strong communication (written & oral), interpersonal, organizational and time management skills.
- Minimum two (2) years in an IT sales or sales support role with experience in products & services and a proficiency to work in a fast paced environment.
- Post Secondary Education in business and technology or equivalent work experience.

Work Environment:

- Overtime may be required.
- Sitting for extended periods of time.
- Minimal travel is required.

Remuneration:

- Customer Sales Representative, Shared Services is provided with salary and benefits, as governed by the Performance Management process.

To apply for this position, please [click here.](#)