

## **Bilingual Sales Support Coordinator**

Sales / Manufacturing / Customer Service / Order Desk

Moncton, New Brunswick

Do you want to work for a dynamic and rapidly growing company that is an industry leader in our field? Greystone Energy Systems Inc. is dedicated to developing high quality and innovative solutions for its customers with unsurpassed customer service.

### **The Opportunity**

We are growing and looking for a motivated **Bilingual Sales Support Coordinator** to join our team working in Moncton, New Brunswick.

### **Objective & Summary**

The Sales Support Coordinator will work with the sales staff in supporting all of the company's sales support functions such as order acknowledgement, shipping notifications/logistics, documentation and customer care for worldwide customer base.

### **Principle Duties & Responsibilities**

- Internal sales support for International and North American territory's (territories may vary but will include Quebec), including but not limited to the following;
  - Order entry
  - Sending Order Acknowledgments to customers
  - Order tracking for above areas
  - Verifying order shipment schedules for above areas and advising
  - General communication between North America customer base for shipping information and follow-up
  - Coordinate process and forward all shipping documents for international orders
  - Verifying ship method and contacting customer with weights and dimensions, supplied by shipping department to provide correct routing method
  - Direct communication with sales representative to ensure accuracy of product, pricing and shipment information
  - Communicate and coordinate with other internal departments for customer orders
- Telephone backup when required to forward information to applicable sales person
- Assist sales persons to prepare and send marketing material as required
- Provide back-up when other sales support personnel or sales persons are absent
- Preparing Return Merchandise Authorization (RMA) documentation

## **Management**

- This position reports to the Sales Support Manager

## **Education, Training & Experience**

- Post-secondary education and/or five (5) years' experience in a similar role

## **Preferred Skills and Competency Requirements**

- Strong leadership, communication, organizational, and problem-solving skills
- Strong computer skills (MS Office Suite, Internet)
- Knowledge of Syspro or Maximizer considered an asset
- Be a self-starter with excellent communication skills, both written and verbal
- Possess the ability to work in a fast-paced environment with excellent time management and organization skills
- Exceptional attention to detail
- Commitment to continuous improvement and resource development
- Must be fluent in English and French (both written and verbal)

Preference will be given to applicants that can prove a successful track record.

Please provide at least three (3) reference names and email addresses of people who are very familiar with your skills, abilities and experience. All references will be contacted for successful candidates.

Only those who will be considered for the next step of the application process will be contacted

**Applications should be forwarded to Sima Eskandari, HR Manager**

**[Eskandari.s@greystoneenergy.com](mailto:Eskandari.s@greystoneenergy.com)**