



Bilingual Inside Sales Representative

Canplas is a North American business unit located in Barrie, Ontario. Our team develops and produces solutions that meet our clients' most demanding expectations. We are passionate about creating sustainable, innovative solutions for the markets we serve. We provide people around the world with innovative solutions, leading our industry in a way that anticipates the rapidly evolving needs of our customers.

Position Summary:

Canplas Industries Ltd is seeking a Bilingual Inside Sales Representative to fulfil a Maternity Leave contract beginning in March 2019. The successful candidate will be responsible for supporting Outside Sales, on multiple established Eastern Canadian accounts where in some instances French is predominant.

Major responsibilities include:

- Regularly interact with multiple Customer accounts in French and English
- Process incoming orders received via email, fax, telephone and/or EDI for assigned territory using in-house software
- Prepare quotes using in-house software
- Effectively manage backorders for assigned territory
- Comfortably interact with many levels within the organization
- Provide support for both Outside Sales (Account Managers) and inside sales
- Respond in a timely manner to inquiries regarding price, delivery, and order status
- Respond in a timely manner to technical information from inquiries within Canada as they relate to Canplas product groups
- Liaison between the Customer and Canplas departments
- Attend trade shows, as required
- Recordkeeping

Qualifications:

- Minimum 3 years' experience in a similar role, preferably in a manufacturing environment
- Some Plumbing Industry knowledge / Plumbing product or other Construction Industry knowledge is an asset but not required
- Good time management and follow-up skills, including the ability to effectively balance quality and quantity of output
- Excellent computer and internet skills, especially Microsoft Office and email
- A very professional manner and a demonstrated commitment to customer service
- Ability to effectively resolve customer issues and complaints patiently
- Good team player including the demonstrated ability to contribute to and foster a positive team environment
- Superior telephone manner
- Must possess a high degree of accuracy and attention to detail
- Excellent verbal & written communication skills in both French and English

Internal applicants should discuss their application with their current manager prior to submission.

Please forward a detailed resume by January 2, 2019 to the attention of Jennifer Wilkins at jwilkins@canplas.com