

JOB POSTION



Date of Posting: January 17, 2025

No. of Positions: 1

Position: CSR Sales Assistant

Location: Winnipeg, Manitoba

Position Type: Full-Time, Permanent

Peak of the Market is an inclusive and diverse company driven by a dedicated group of Growers and staff that has marketed quality produce for 80 years, supplying a wide variety of fresh, quality vegetables across Canada and throughout the United States.

We pride ourselves not only in our strong support for our community, but also our strong people-centric values, and commitment to excellence. We offer competitive employee perks and encourage a culture of authenticity, transparency and collaboration.

The Inside Sales & Customer Experience Rep (ISCER) is part of the sales team and responsible for ensuring a positive customer experience. The ISCER supports the National Account Manager through exceptional customer service with the customers, assisting with inquiries, providing product information, and ensuring a positive customer experience. The ISCER will also have their own customers to manage internally. This role is office-based.

The ISCER is an integral part of the sales team, dedicated to ensuring a positive customer experience. Collaborating closely with the National Account Manager, the ISCER provides exceptional service to customers, assisting with inquiries, offering product information, and ensuring a seamless customer journey. The ISCER will also be responsible for managing their own portfolio of clients internally. This position is office-based.

Qualifications:

- Bachelor's degree in business, marketing, or a related field (preferred).
- Proven experience in customer service and/or inside sales.
- Strong attention to detail with the ability to juggle through multiple requests at a time accurately and meet deadlines.
- Problem solving mindset, with the ability to thrive in a fast-paced and dynamic environment.
- Energetic, organized, and self-motivated individual with a team-oriented mindset.
- Strong communication skills, both verbal and written.
- Proficient use of MS Office and other CRM tools.
- Familiarity with EDI is an asset.

Duties:

- Responsible for supporting the National Account team by providing excellent customer service. This includes addressing customer inquiries, concerns, and complaints in a timely and professional manner.
- Input and process customer orders on multiple platforms in a timely manner.
- Maintain and build customer relationships through the sales cycle.
- Support the National Account Manager in closing sales and achieving company quotas.
- Establish customer relationships and understand their business needs, challenges, and goals.
- Collecting customer information for future and timely follow-ups.
- Upselling services and making product recommendations.
- Staying informed about product and service information updates.
- Support order-desk/smaller customers through providing excellent customer service and processing orders timely and accurately.
- Maintain a social media presence that promotes the brand and business.
- Processing and investigating customer claims.

Expected start date: As soon as possible

How to Apply: Send your resume and cover letter to careers@peakmarket.com.

We thank all applicants, but only those selected for an interview will be contacted.