

## A little bit about us

We like to say that we find solutions for the everyday stuff. We're problem solvers. We're an engaged team that works together, and for those that work here they say we're also like family.

*"ValLEN is a dynamic place to work because of the people, the culture and the customers we service. The company's direction make it an exciting atmosphere to work...grow...and prosper."* Director of Marketing

ValLEN is a leading provider of indirect industrial supplies – all those materials that are not part of the products our customers manufacture, and our goal is to make our customers operations run smoothly so they can focus on the core of their business.

Through 24 branches, we operate coast to coast and serve our customers in person, online, or onsite. ValLEN is a member of Sonepar Canada, and is one of Canada's leading industrial distribution companies headquartered in Edmonton, Alberta.

## Let's start with a little bit about you

- ✓ You deliver exemplary service to internal and external customers
- ✓ You are motivated to think out of the box to provide solutions
- ✓ You're looking for an entry into the exciting world of sales
- ✓ You want to be part of a collaborative team that supports you, your ideas and your success

## THE CUSTOMER SERVICES REPRESENTATIVE ROLE:

Reporting to the Branch Manager, you'll be a key member of the sales team that provides best in class customer service. You will enjoy a culture that is team orientated and customer driven. As a Customer Service Representative at ValLEN you will be empowered to make a difference. You will work closely with other departments to ensure your customers develop lifelong relationships with our teams and customer service is always kept at the highest level. As you develop or hone leadership skills you will be part of our future development and your contributions will allow you to build skills that will provide opportunities for advancement.



Vallen is an equal opportunity employer committed to increasing diversity in our workforce. We welcome applications from qualified persons in underrepresented ethnic, racial and cultural groups and from people with disabilities.

We thank all applicants for their interest; however, only short listed candidates will be contacted.

## **YOUR RESPONSIBILITIES:**

- Deal and follow through on customer inquiries and complaints
- Work with other internal departments to insure customer needs are met
- Expedite orders with vendors and buyers on a daily basis
- Deal with vendors to meet committed delivery dates
- Fully utilize the computer system to investigate and track orders, transfers and purchase orders to completion
- Provide feedback and suggestions to customers regarding product choices
- Compliance with corporate strategies and policies
- Attend product training sessions and department meetings
- Responsible for updating/creating and distribution of daily and weekly reports

## **YOUR EXPERIENCE:**

- Minimum 3 years Customer Service experience with MRO and Safety products
- Proficient knowledge of transaction ordering processes
- Broad exposure to the various inventory systems
- A proven track record for growing business
- Excellent interpersonal and communications skills with the ability to work independently
- Demonstrate exceptional organizational skills and attention to detail
- Proficiency in Microsoft Office applications
- The ability to meet deadlines and prioritize workload in a very fast paced environment





# CUSTOMER SALES REPRESENTATIVE

*"I feel that my ideas and input are not just heard, but valued, making me feel as though I contribute to the overall success of the company".* Branch Manager

To explore and learn more about ValLEN, please visit [valLEN.ca/careers](http://valLEN.ca/careers).

## WHAT'S IT LIKE WORKING AT VALLEN?

There's a spirit of resourcefulness, creativity, and innovation in each of our associates. Upon joining our team, you will become part of a supportive, family oriented culture where you will be led by a president who fully believes in having an open-door policy. Your suggestions will be heard and your hard work will be rewarded.

In exchange for your hard work and determination, you will receive a competitive salary and bonus plan, growth and development opportunities, plus a full set of benefits including:

- Flexible benefits program allowing you to choose from options that best fit you and your dependents
- RRSP matching and health spending account
- Company paid life insurance
- Employee paid disability programs

We offer a supportive and rewarding culture that values its people and their contributions. Our values are based on creating an environment where feeling valued, respected and empowered is paramount.

