



**MAKE THE MOVE...
JOIN ONE OF NORTH AMERICA'S "MOST ADMIRED COMPANIES"**

Graybar Canada, a division of Graybar Electric, a Fortune 500 corporation, is a leader in the distribution of high quality electrical, automation and telecommunications products and provider of related supply chain management and logistics services.

Graybar operates more than 250 distribution facilities throughout North America, with 30 branches across Canada. As one of the world's largest employee-owned companies, Graybar has the power and stability of a big corporation and the integrity and drive of a neighborhood business.

Graybar Canada currently has an exciting career opportunity available in our **Ottawa, ON** location, for an:

INSIDE SALES REPRESENTATIVE (COMM/DATA)

We are looking for a sales-minded individual who is motivated by learning and career growth. If customer service and advancement opportunities are important to you, Graybar Canada is the company you have been looking for.

Graybar Canada offers a competitive compensation and benefits package including:

- Health and Dental Benefits
- Employee Profit Sharing Program
- Group RRSP Matching
- Computer Purchase plan
- Service Awards Program
- Life & AD&D Insurance
- Long Term Disability Benefits
- Employee Share Purchase Program
- Tuition Reimbursement Program
- Scholarship Program for Employee's Children
- Home and Auto Group Insurance Rates
- Corporate Fitness Membership Program

PURPOSE:

To take a pro-active approach to serving Graybar Canada customers to ensure total satisfaction.

DUTIES AND RESPONSIBILITIES:

- Handle incoming and outgoing customer telephone calls in a courteous and professional manner. Will solicit orders from existing customer base.
- Coordinate the prompt handling of customer service requests, including, but not limited to, order entry, pricing, expediting, billing, order maintenance, credit and claims.
- Handle written correspondence received from & sent to customers in a timely manner.
- Assist and support Account Managers by providing technical support to customers and end users.
- Inform sales staff and customers of new developments in communications and data technology.
- Participate in training sessions, trade shows, and sales meetings as requested.

- Consult with clients and customers after sale to resolve problems and to provide support in an efficient and effective manner.
- Deal with product related problems such as defectives, return of products, and warranty situations.
- Prepare quotations for projects.

KNOWLEDGE/SKILLS/ABILITIES:

- Applicable degree or equivalent experience.
- Two or more years progressive customer service or inside sales experience.
- Broad knowledge of company's products and services, with the ability to effectively present these to Graybar Canada's customers.
- Ability to handle a variety of customer situations with enthusiasm and tact.
- Demonstrable skill at handling and resolving customer complaints.
- Excellent communication, time management, and organizational skills.
- Consistently able to meet deadlines competently and timely.
- Ability to work with all levels of employees and management, both internally and externally.
- Proven proficiency with Microsoft Office products including Outlook, Excel, and Word.
- Strong understanding of structured cabling solutions with a good understanding of voice and data networks preferred.

Graybar Canada is an equal opportunity employer that encourages interested candidates to submit a detailed resume with a covering letter ***including salary expectations*** to the following address:

- If applying to a job in Ontario: jobs@graybarcanada.com
- If applying to a job in Alberta: jobswest@graybarcanada.com
- If applying to a job in Atlantic Canada: hrdept@graybarcanada.com

Please note that those candidates who **do not** indicate their salary expectations may not be considered further.

Please include the job competition code **COMMDATASALES-OT** in the subject line of your email.

We wish to thank all applicants for their interest, but advise that only those selected for an interview will be contacted.