



### **Inside Sales Specialist – Treated Lumber Langley, BC Full-Time**

**Reference Number: CAN-BC-LAN-030-270218**

*Founded in 1989, CanWel is headquartered in Vancouver, British Columbia and trades on the Toronto Stock Exchange under the symbol CWX, and is Canada's only fully integrated national distributor in the building materials and related products sector.*

*CanWel operates multiple treating plants and planing facilities in Canada and the United States, and operates distribution centres coast to coast in all major cities and strategic locations across Canada, and near San Francisco and Los Angeles, California. CanWel distributes a wide range of building materials, lumber, and renovation products. In addition, through its CanWel Fibre division, CanWel operates a vertically-integrated forest products company based in Western Canada, operating from British Columbia to Saskatchewan, also servicing the US Pacific Northwest. CanWel owns approximately 136,000 acres of private timberlands, strategic Crown licenses and tenures, log harvesting and trucking operations, several post and pole peeling facilities, and two pressure-treated specialty wood production plants.*

#### **SUMMARY**

CanWel's sales force is comprised of an Inside Sales team, Commodity Traders, and Account Managers.

As the Inside Sales Specialist (ISS) is one of three key customer facing positions, the ISS plays a key role in establishing positive first impressions and customer service excellence in laying the ground work for a successful order by ensuring order accuracy, verifying order details with the customer, efficiently entering the orders in the system, and relaying vital information to operations team members. The ISS also has the ability to increase sales revenue, order by order, by utilizing CanWel's 4A Customer Conversation model.

The primary responsibility of the ISS is to support and partner with the Wood Products Manager to engage in an ongoing dialogue with customers to assess current and projected needs. The Inside Sales Specialist must respond to daily fluctuations in market conditions. Value is brought to the customer and to the Company when an understanding of market direction and forces are aligned to be advantageous for both. This position is responsible for Lower Mainland, Vancouver Island, and Northern BC.

## REPORTING STRUCTURE

The Inside Sales Specialist – Treated Lumber position will report to the Commodity Manager.

## EXPECTED CONTRIBUTIONS

Along with the Wood Products Manager, the ISS maintains and grows existing customer relationships.

### Inbound Calls and Sales Orders

- Promptly answer customer phone calls for orders, quotes, and inquiries.
- Utilize CanWel's 4A Customer Conversation model to determine customer requirements and secure the maximum invoice value for the order.
- Responsible for selling treated lumber, treated plywood, and treated posts on short and long term bookings.
- Responsible for assisting the supply chain of treated wood products through mill relationships, forecasting, procuring, and leading the sales of wood products.
- Answer inquiries by clarifying desired information; researching, locating, and providing information.
- Enter orders efficiently and accurately into the order system.
- Relay vital information to operations team members.
- Prompt and accurate handling of credits and returns.
- Promptly and professionally resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Assist in coordination of treated wood products at our treated mill facilities.
- Responsible to assist in coordinating logistics and transportation of treated products (inbound and outbound).

### Outbound Phone Calls

- Strong focus on outbound calls to customers with the ability to offer immediate quotes or provide quotes in a timely manner.
- Use CRM to record follow up calls.
- Purposes of outbound calls are to fill delivery trucks; follow-up orders; and offer sales promotions. Every opportunity to be used to increase the dollar value of an order.

## KNOWLEDGE, SKILLS, AND ABILITIES

### Sales

- Excellent customer service skills on the phone
- Demonstrated ability to anticipate customer needs
- Comfortable with conducting outbound phone calls to existing customers

### Procurement, Supply Chain, and Logistics

- Demonstrated ability in managing a specific supply chain of products.
- Managing the line of products from procurement, inventory management, and sale of the product line.
- Managing the efficient, cost effective, and timely delivery of the product line to customers.

### Technical

- Able to quickly learn technical information specific to the building industry
- Working knowledge of wood frame residential construction is an asset

### Other

- Highly proficient with MS Office application, good keyboarding skills, and strong computer literacy skills
- CRM experience is considered an asset
- Aptitude for numerical calculations
- Excellent English communication skills at a capacity to influence sales over the phone
- Self-driven and motivated to work independently as well as part of a team

### **EDUCATION**

- High school graduation is a requirement
- Formal sales training is desirable

### **COMPENSATION AND BENEFITS**

- Base salary and team performance incentive plan (no commissioned sales)
- Group pension plan
- Health benefits

**Employment Status:** Monday to Friday, full-time, year round

**Work Location:** 5350 275th Street, Langley, BC V4W 4A3

### **DISCLAIMER:**

This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, the Company reserves the right to revise the job or to require that other or different tasks be performed as assigned; and should not be construed as a position change or constructive dismissal.

**Please send your resume and cover letter in MS Word format to [careers@canwel.com](mailto:careers@canwel.com) quoting:**

**Reference number: CAN-BC-LAN-030-270218**

**in the subject line.**

*CanWel welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*

*Applicants must be legally entitled to work in Canada without sponsorship.  
We thank you for your interest; however, only those selected for an interview will be contacted.*