

## Job Description

**Title:** Customer Service and Sales Support Associate

**Location:** Sto Sales Centre - Toronto

**Reports to:** Sales Centre Supervisor, Operations Manager

### **Purpose:**

Sto Corp. (Sto), a domestic and global innovation leader of building envelope systems and high-performance facades, is seeking a talented Customer Service and Sales Support Associate. The ideal candidate will be responsible for reception/customer service, clerical duties, order entry and other administrative duties as well as providing service and support to customer accounts along with the coordination of logistics activities.

### **Essential Duties & Responsibilities (includes, but not limited to):**

- Build strong working relationships with distributors, Sales, and plant personnel with focus on customer needs and expectations while maintaining efficiency within the supply chain.
- Process and manage orders in SAP following ISO procedures.
- Coordinate order requirements with distributors, plants, Sales personnel, and third-party logistics partner (C.H. Robinson Worldwide).
- Answer switchboard and direct incoming calls in a timely and appropriate manner.
- Greet guests and visitors in a professional, friendly, and positive manner.
- Sort and process deliveries and contact appropriate personnel.
- Post outgoing mail and handle outgoing courier packages (UPS, USPS, Fed Ex, etc.).
- Prepare mailings as necessary.
- Monitor and manage use of postage and UPS equipment.
- Maintain security by following procedures and controlling access (includes, issuing visitor badges, etc.).
- Monitor administrative supplies and order as needed.
- Serve as an administrative support to a variety of departments as directed by Sales Centre supervisor.
- Maintain a tidy, clean, and professional lobby and front desk area.
- Perform other duties as assigned.

### **Knowledge/Skills/Abilities:**

- Advanced level of experience with Microsoft 365 Office (Excel, Word, PowerPoint).

- Experience working with a CRM (preferably Salesforce.com).
- Experience working with ERP business systems (preferably SAP).
- An affinity for current digital technologies is essential.
- Customer service focused attitude.
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- Ability to define problems, gather data, establish facts, and draw valid conclusions.
- Excellent oral and written communication skills and strategic listening skills are necessary to effectively exercise tact, discretion, judgment, and diplomacy when interacting and/or negotiating with all levels of internal and external customers.
- Strong organizational and interpersonal skills are necessary to meet the demands of the position.
- Ability to establish and maintain effective working relationships with associates.
- Solid communication skills, both written and verbal.
- Clear enunciation and good grammar and ability to follow oral and written instructions in English.
- Must have strong customer service skills and the ability to multi-task.
- Flexible about work assignments.
- Dependable and Self-starting.

### **Education/Experience:**

- Post secondary degree in related field or equivalent in work experience.
- Two to seven years practical experience in Customer Service/Relations, Logistics or equivalent combination of education and experience.
- Ability to quickly gain credibility and respect with internal/external customers.
- Self-motivated, proactive problem solver.
- Strong organizational, interpersonal, and creative skills are necessary to meet the demands of the position.
- Be a team player – willing to work for the improvement of the team and its goals.
- Strong negotiation skills and attention to detail.
- Ability to make decisions in a complex, fast paced environment.
- Self-motivator - willing to take the initiative.
- Creative innovator with entrepreneurial spirit.
- Active, lifelong learner mentality.

\* Must be willing and able to work off-hours and overtime as needed.

### **To Apply:**

Submit your resume and cover letter to [jobs@StoCorp.com](mailto:jobs@StoCorp.com). Job ID: CSSSA-CA