



BILINGUAL ACCOUNT DEVELOPMENT & SALES SUPPORT (REMOTE)

Full Time
QUEBEC, QC, CA

The Authentic T-Shirt Company/SanMar Canada seeks a sales-oriented, customer-focused Bilingual Account Development and Sales Support team member.

Job Summary

Reporting directly to the National Sales Manager, the role of the Bilingual Account Development and Sales Support team member involves maintaining and building customer relationships by providing excellent sales support via conducting outbound calls and written communications with customers. Working closely with Eastern Outside Sales Representatives, this role will help to support different strategies for new services and products, as well as analyze business needs and provide new opportunities for customers' growth. The role also involves effective verbal, written and digital communications.

Required Qualifications & Experience

- Minimum 3+ years of experience in inside/outside sales. Preference given to those in the promotional products industry
- Exceptional communication skills, both verbal and written, in English and French
- Ability to use inventory management systems
- Demonstrated ability to provide customer service through multiple channels, including phone, email, and messaging apps
- Proven track record in building customer relationships that promote business growth
- Able to create structured workflows for optimal productivity
- Ability to multitask, strategize, and possess strong organizational and problem solving skills
- Committed to high standards of professionalism and confidentiality
- Strong attention to detail and accuracy of data
- Strong Microsoft Office skills, intermediate in Word and Excel
- Demonstrates strong time management skills and works well under pressure
- Self-motivated, works efficiently with a high degree of independence

Primary Responsibilities

- Facilitates introduction and welcoming calls to new customers
- Places sample orders for customers
- Conduct daily outbound calls and Microsoft Teams presentations that include the following:
 1. Project-based themes (new brands, new marketing tools or new promotions etc.)
 2. Follow-up calls after samples are placed
 3. Contact remote customers
- Sharing of information on customer status, opportunities to grow with the Outside Sales Representatives, and sharing relevant market conditions to the DCF (Daily Customer Feedback) email
- Recommends price break changes for pricing trial accounts, with support from the Outside Sales Representatives
- Pricing trial calls to ensure that accounts who have been provided with pricing support are achieving the proper sales mix and are made aware of volume expectations to hold their price break (PB) level
- Schedule and facilitate Microsoft Teams meetings between customers and Eastern Outside Sales Representatives
- Assist in preparation for tradeshow as required
- Assist in other areas of the Account Executive, Sales Support, and Vendor Relations departments and additional duties as required by management

Monday – Friday, 8:30 AM – 5:00 PM

Email application to hr@sanmarcanada.com