

Counter Sales Representative Edmonton, Alberta

Founded in Edmonton in 1990, Hi-Tech Seals is a leading Canadian seal distribution company, with a longstanding commitment to customer service. The Company's technical sales staff works closely with customers to find the best solution for sealing needs. We provide a complete line of sealing products, along with molded rubber, cast urethane, gaskets, plastics, ceramics, and tungsten carbide parts as well as custom machining to meet our customer's needs. In over 25 years Hi-Tech Seals has grown to six locations across Canada and one location in Texas providing products that perform beyond the customer's expectations.

At Hi-Tech Seals our people are a key competitive advantage. With over fifty in-house training courses we are committed to supporting our employees in their professional development. In addition, Hi-Tech Seals encourages external training programs to achieve certifications, diplomas, and degrees.

We are looking for a team player for our Counter Support position in our Edmonton facility. Reporting to the Customer Service Manager, you will be responsible for counter service sales, sourcing and pricing of customer product, identifying potential new accounts and other related duties.

Customer Service

- Servicing customers, offering product knowledge and direct sales service to ensure customers' needs are satisfied
- Process email and phone orders as well as sell parts over the counter
- Identify, measure, and match customer samples
- Process orders to completion which may include pricing, picking the order and sourcing additional information if required, accurately and efficiently.
- Sourcing non-stock items
- Confirming stock availability and suggesting alternatives
- Customer and courier pick-ups

Administrative

- Processing the point of sale transactions and adhering to cash handling procedures.
- Provide all cash/debit/visa receipts to Accounts Receivable staff
- Enter daily sales into Excel spreadsheet/Autopoint

Other Duties

- Assist shipping department when required, including picking orders, stuffing LUCs etc.
- Keeping the counter and pick-up area clean and organized
- Filling O-ring board
- Maintain all counter displays, tools, literature, and needed materials

General

- Participate in worksite hazard assessments, incident investigation, safety meetings, safety training and other aspects of the Hi-Tech Seals Inc. safety and quality control programs as required
- Other duties as required





High school diploma or equivalent is required; post-secondary schooling is an asset. If you have sales/customer service background or industry experience, excellent communication skills and the ability to work in a computerized environment, then this is the position for you. Your demonstrated ability to work cooperatively in a team environment and proven time management skills will ensure your success in this position. Experience with Autopoint and knowledge of industry products is an asset but we are willing to train the right individual for this entry level position.

Interested applicants should submit their application to Andrea Haines, Human Resources, Hi-Tech Seals Inc., 9211 – 41 Avenue, Edmonton, Alberta T6E 6R5; email hr@hitechseals.com

