



## Customer Service & Sales Support Representative

Do you want to work for a company that helps build clean, healthy indoor air environments? BGE is looking for an organized individual with a positive personality to work alongside our **Burnaby team** in the role of **Customer Service and Sales Support Representative**. Our ideal candidate for this role will encompass and live our core values of: **Together We Are Better, Striving For Excellence, and Be the Experts**.

This position will spend approximately half of the time completing Customer Service responsibilities, and half of the time completing Sales Coordination responsibilities. This includes supporting customers with product inquiries and orders, coordinating with other departments, and supporting the sales team.

### The Company:

BGE provides services and products to organizations that care about clean air. Through its focus on strong customer relationships and an integrated service and product offering, BGE delivers industry knowledge and advisory support, enabling organizations to build and maintain clean, healthy indoor air environments.

### Responsibilities:

- Provide exceptional customer service and create a welcoming atmosphere for both internal and external customers
- Maintain relationships with customers and other departments through open and effective communication
- Efficiently and accurately process incoming orders
- Provide updates on overdue orders, track orders, and track order status
- Communicate with customers regarding orders and inquiries
- Resolve and escalate billing issues
- Run and develop reports
- Prepare and update quotations
- Provide administrative support for Account Managers and Sales Managers, including preparing reports; coordinating travel, events, and tradeshow; and preparing proposals and presentations
- Proactively communicate with the sales team
- Perform cash handling duties
- Assist the sales team to generate sales leads
- Assist with filing, data entry, and other administrative tasks
- Organize and tidy the customer service area
- Cross-train to assist or fill-in other customer service related positions as required
- Other duties as assigned



### **Qualifications:**

- Highly proficient in Word, Excel, and Powerpoint
- Good attention to detail and data entry skills
- Strong written and verbal communication skills
- Experience in customer service and administration
- Strong organizational skills with ability to multitask and prioritize on projects and tasks
- Experience with Microsoft Dynamics AX or other ERP system and CRM experience are assets
- Related diploma or equivalent is an asset

### **What we offer:**

- Competitive compensation
- Benefits package and RRSP matching program
- Supportive work environment
- Opportunities for training and development

**When submitting your application, please include within your cover letter which one of our core values (Together We Are Better, Striving For Excellence, or Be the Experts) stands out to you the most and why.**

Please submit your resume and cover letter to [careers@bgecleanair.com](mailto:careers@bgecleanair.com) and reference the job title and location when you apply.

*BGE hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply.*

*We would like to thank all applicants for their interest in this position; however, only those selected for interviews will be contacted.*