



Established in 1995, Ontario, Cambrian Solutions is a vibrant sales and marketing company with a primary focus of supplying globally-sourced raw materials and chemicals to our expanding range of customers across Canada. We are a dynamic group of growth focused individuals who pride ourselves on our technical and solutions-oriented approach to our customers' needs.

Cambrian offers a competitive salary in addition to a positive and collaborative corporate culture. We believe in developing people as well as growing our business and make this philosophy a priority. Our head office is located in Oakville, Ontario. Please visit our website at www.cambrian.com to learn more about us.

Position Available: **Sales Coordinator**
Type of Position: Full-time (12-13 Month Contract)
Division: Personal Care
Primary Location: Oakville, Ontario

General Summary

The Sales Coordinator's primary responsibility is to partner with the Commercial Directors and Account Managers to drive business results through the development of solid relationships with customers, increased sales, and positive working relationships with internal business groups

Major Tasks and Responsibilities

Customer Relations and Order Management

- Establishes and maintains a positive and continuous working relationship with existing and potential customers.
- Provides support for new and growing business by researching potential customers for our range of offerings as directed by Commercial Director.
- Uses various information sources such as industry journals, directories, online search engines and product labels, to search for and seek out potential new customers
- Qualifies that leads from inbound website opportunities meet established criteria, then coordinates follow up and hand off to the appropriate sales representative.
- Generates Non-Conformance Reports according to procedure; Determines next steps and solutions, working in conjunction with the Product Coordinator and the Document Control Coordinator; Monitors to ensure NCR's are closed within a timely manner.
- Communicates with Sales on any product issues and requests their involvement if required, for any immediate action / resolution.
- Operates as the "go to" person for Account Managers on a day to day basis for sales support, pricing, and up to date information.



Quotations / Administration

- Prepares and distributes quotations to Account Managers in a timely manner, based on feedback from the Commercial Director
- Coordinates large RFQ quote requests and communicates with the Commercial Director
- Coordinates administration paperwork for new customers, such as new customer forms, welcome packages, credit applications and any other administrative requirements
- Collaborates with the documentation team on customer and sales requests, for existing or new product documentation
- Assist Sales with sample requests when required, which may include issuing requests through the online portal, following up on status, and ensuring completed delivery
- Updates the internal system with customer pricing, terms, special requirements, contacts and contract sales orders.
- Provides Commercial Director with sales reports as needed.

Sales Data Management

- Manages the Master Pivot Table by reflecting updates from Chempax changes and monthly sales reports
- Extracts data to provide monthly information updates by Commercial Director and Account Manager

Education and Experience

- University or college degree / diploma
- Previous industry experience preferred but not required,
- Minimum three years' experience in a customer service or sales supported related role.
- Experience working with multiple product lines, multiple customers and multiple Account Managers
- Understanding of GAAP

Required Knowledge and Skills

- Software knowledge of Microsoft Office Suite (Outlook, Word, Excel and PowerPoint)
- Familiarity with Customer Relationship Management (CRM) software
- Effective written and verbal communication skills, and ability to adapt communication style to the audience
- Exhibits good judgment and professionalism when dealing with both customers and internal team members
- Dynamic personality with an ability to work effectively independently and as part of a team
- Detail oriented with sound analytical and problem-solving capabilities, (outside the box thinking)
- Strong organization skills with the ability to work in a fast paced, deadline driven environment
- Ability to adapt to changing priorities and balance workload to meet new business requirements
- Ability to negotiate win-win situations

If you are interested in joining our team, please forward your resume and cover letter to careers@cambrian.com, Attn: Sales Coordinator.