



JOB OPPORTUNITY

CUSTOMER SERVICE/SALES SUPPORT

WHO WE ARE

LGI® is a BC home-grown distributor of Fasteners, Abrasives, Safety, Tools & Shop Supplies. We support many types of businesses including, Manufacturing, Construction, Natural Resource Production, Automotive, Government, and the Military markets.

THE IDEAL CANDIDATE

As the ideal candidate, who successfully fulfills the role of **LGI® Customer Service/Sales Support**, you have a positive outlook, a can-do attitude, and are an excellent verbal and electronic communicator; you are energetic, solution-focused, highly motivated, and naturally enjoy helping people. You are trustworthy, organized, and have a level of maturity that supports independent work and team working environments.

WHAT YOU CAN EXPECT

As our LGI® Customer Service/Sales Support, you will support the sales team and our customers by handling the entire order-to-cash process. This is a fast-paced position where agility and time management are critical. This includes taking incoming calls from our sales team, our customers, processing purchase orders and sales orders, coordinating shipping/receiving, researching, and resolving customer inquiries.

You will be responsible for supporting existing accounts as well as prospecting new accounts. Your ability to help our customers with their specific needs while learning even more about our industry will drive us all to success.

Other responsibilities include, but are not limited to, the following:

- Continually work to expand customer share of existing accounts by upselling additional products and volume quantities.
- Maintain distribution system backorder reports, associated customer expediting reports and notices, and customer notification.
- Ensure all correspondences and communications are conducted professionally; and consistent with LGI® Standards.
- General office duties including mail/courier processing, filing, and other assigned administrative duties to support the operations department.

WHAT WE EXPECT

- High school diploma required.
- Post-secondary education and/or equivalent work experience is an asset.
- 2+ years of customer service experience in an industrial/ manufacturing environment required.
- Intermediate PC skills (Microsoft Office suite, Outlook, etc.).
- Strong communication skills with a high degree of problem-solving ability
- Detail-oriented with the ability to manage multiple priorities.
- Teamwork, collaboration, and self-motivation
- Demonstrated agility and willingness to embrace change.
- Possess a “can do” attitude with the ability to troubleshoot and problem-solve with minimal direction.
- High degree of time-management ability
- A positive attitude and passion for customer service
- The ability to make decisions and take ownership to service the customer.
- Displays a sense of urgency and works well under pressure.
- Inventory & POS systems experience is strongly preferred.
- Superior communication skills, both oral and written.
- Basic math and reading comprehension.

WHAT WE OFFER

LGI® offers a positive working environment that is both challenging and rewarding. Team members are encouraged to develop and grow as professionals. In this role, you will have the opportunity to expand your experience and challenge your abilities in the global marketplace. The position also offers a favourable compensation package, based on experience, which includes extended health benefits.

Please submit your resume to mapleridge@lgindustrial.com