

Bilingual Inside Sales Representative
Customer Development Centre, Brampton, ON

The Ryerson difference:

Ryerson is one of the largest metal distributors in the industry. We offer an extensive product portfolio, state-of-the-art fabrication and processing capabilities, and a network of service centers throughout North America and beyond. Our customers can count on us to get the metals they need, when they need them, at a competitive price.

Your career at Ryerson Canada Inc. will offer meaningful work, competitive rewards and an engaging workplace. We provide extensive training, development and professional advancement, and you will find meaningful opportunities to contribute to the success of the company. Our success has come from providing superior service through highly motivated people. At Ryerson, you will have a job that has IMPACT.

www.ryerson.com

The Opportunity:

We are currently seeking a motivated and energetic, full time Bilingual Inside Sales Representative based in our Customer Development Centre in Brampton, ON. Under the supervision of the CDC Sales Manager, his/her primary role as in Inside Sales Representative is to provide sales support across company-wide markets in order to achieve sales growth. He/she will provide excellent service while interacting with customers over the phone and through email. Inside Sales Representatives are responsible for direct sales aimed toward growing our overall business.

Responsibilities:

- Ongoing and frequent interaction with a large customer base across multiple geographic markets on transactional and fabrication business
- Generation and communication of sales leads through focused proactive marketing efforts
- Responds to customers quotation requests, needs, and inquiries in a timely and professional manner
- Effective abilities to initiate outcalls on a daily basis – specifically for initial customer contact, follow-ups, out-calling campaigns and developing new business relationships
- Administrative processing of customer orders (i.e. quotations and order entry)
- Conducts market focused research aimed at long term growth and potential
- Coordinates marketing campaigns targeting key growth initiatives for Ryerson
- Proactively focuses on new, undersold, and dormant/lost accounts (reducing the Churn)
- Demonstrates an ability to take a creative approach in identifying strategies to improve and grow sales
- Regularly sources and works with buyout specialists on items that Ryerson does not stock for new sales opportunities
- Understands and incorporates the goals and concepts of our business to grow sales and new business opportunities
- Collaborates with territory managers, vertical market teams, credit, inventory, warehouse operations, and other departments within the company

Position Requirements:

- Fully bilingual (English/French) both oral and written
- Post-secondary degree or diploma in Business or Marketing
- 3 – 5 years of inside sales experience

- Proficiency with Microsoft Office applications
- SAP systems knowledge and experience with Salesforce.com preferred
- Results focused, competitive, and self-motivated attitude
- Customer service oriented
- Ability to skillfully multi-task with a strong attention to detail
- High level of numeracy and mechanical aptitude
- Strong problem solving and negotiation skills, understands value creation and opportunity
- Excels while working within a team or individually

We appreciate all applications; however only those candidates selected for an interview will be contacted directly.

Ryerson Canada is an Equal Opportunity Employer. We are committed to representing the diverse communities we serve. That's why we encourage applications from visible minorities, aboriginal people, women, and people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Interested candidates whose background and qualifications match our requirements are invited to forward their resume in confidence to:

Human Resources

E-mail: canadah@ryerson.com

Fax: **416-622-8602**