



Metalumen Mission:

“Building trust by providing superior service throughout the entire customer journey, becoming a true partner in bringing ideas to light”

With over 40 years in the lighting business, Metalumen Manufacturing strives to become the leading manufacturer of architectural lighting products in North America. We endeavor to provide the highest levels of quality throughout the design and manufacturing process and stand behind every product and service we offer. We treat all our customers as though they were part of the Metalumen team. Dedication and commitment to customer relationships and reliability are essential in all actions of every employee within Metalumen. We maintain an adaptable learning environment by focusing on service and flexibility within the projects we acquire. Whatever the job entails, we do it with passion and purpose.

Position Title: Inside Sales Representative

Department: Sales

Supervisor: Manager of Projects and Customer Operations

Position Summary:

Reporting to the Manager of Projects and Customer Operations, this position is responsible for sales related administration tasks, requiring exceptional communication with internal cross-functional teams and external customers, while performing daily ongoing duties. Inside Sales Representatives receive and process all our customer orders as they move through the organization and through to delivery.

Primary Responsibilities:

- Receive, review and analyze customer orders for accuracy and communicating professionally when required to involved parties to obtain such information.
- Process and expedite all customer orders as well as transfer this information accurately into the system, including but not limited to new orders, reschedules, releases, tooling and cancellations after verification is completed.
- Aid in the preparation of cut-sheets, provide lead times, and monitor shipping activity; communicate accurate information to external sales and customers.
- Provide professional and timely responses, for any questions related to delivery, price, engineering changes and quality control, negotiate as required.
- Process incoming customer data and contact information while maintaining an exceptionally high level of data integrity.
- Communicate changes effectively, priorities, reschedules, urgencies, etc. to our internal and external customers.

- Receive, acknowledge, and action customer concerns and complaints. Assist in resolving issues concerning obsolescence of parts and customer-supplied material, warranty and return policies for all product lines.
- Operate and adopt a “Customer Focused” disposition with a flexible mindset willing to accommodate and contribute to internal and external meetings.
- Adhere to company policies and procedures.
- Perform other duties as required.

Required Qualifications and Experience

- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, contractors, peers, supervisors and other key stakeholders of the Company.
- Proven ability to read/interpret customers' production drawings and technical specifications and a thorough understanding of the manufacturing cycle.
- Technical background in lighting industry. IES certificate an asset.
- Minimum 1-3 years of experience in an inside sales department handling a variety of sales and marketing tasks including customer relations.
- Outstanding interpersonal skills with the ability to assimilate large amounts of technical information and communicate it effectively to both internal and external customers in a professional manner.
- Exceptional organizational skills, superb attention to detail and accurate data entry skills and review of quote information.
- Ability to exercise initiative and sound judgment in the application of established guidelines, policies and procedures while operating in a fast-paced environment.
- Ability to use diplomacy and discretion certain job functions, where confidentiality of information is highly sensitive and can be used and solicited, a high level of integrity is essential.
- Demonstrated strong positive attitude with the ability to work independently and as part of a team and ability to quickly build strong relationships.
- Mechanically and mathematically inclined with an aptitude for problem solving.
- Fluency in French an asset.
- Proficient in Microsoft Office; Word and Excel.
- Knowledge of Epicor ERP order entry software an asset.
- Relevant and applicable post-secondary education/training.

We sincerely thank all applicants for the interest in this position, however due to the volume of the resumes, we will contact only candidates that closely match the requirements of the position.

In accordance with the Accessibility for Ontarians with Disabilities Act and Ontario Human Rights Code, Metalumen is committed to providing inclusive and barrier free recruitment and selection process. Please notify Human Resources of any accommodation you may require.