The Goal of Metalumen Manufacturing is to become the leading manufacturer of architectural lighting products in North America. We deal honestly and fairly with our customers and fellow employees. We will endeavor to provide the highest levels of quality throughout design and manufacturing. Outstanding customer service and reliability are essential in all actions of the employees of this organization. We will create and maintain a learning and educational environment by focusing on service. We will be innovative in our process.

**Position Title:** Sales Manager

**Department:** Sales

**Supervisor:** President

**Position Summary:**

Reporting directly to the President, you would be responsible for increasing sales and maintaining or increasing current margins. The Sales Manager will be responsible for overseeing the sales department which includes Inside sales, Outside sales, and Quotations. Furthermore occasional travel with the outside sales department would be required. The Sales Manager will primarily located at head office in Guelph, ON.

**Primary Responsibilities:**

* Supervise, manage, and provide direction to the Inside & Outside Sales Team, and Quotations
* Occasional travel
* Effectively manage the relationship between outside sales and agents
* Successfully manage the commission process within sales
* Discuss, clarify, confirm, and negotiate special requests, changes, priorities, reschedules, urgencies, etc.
* Provide a professional and courteous response, and negotiation if required, for any questions related to delivery, price, engineering issues (including changes and drawings) or quality issues (NCR’s and deviations). Direct the internal and external customers accordingly
* Work closely with other departments (i.e., Engineering) to ensure proper communication throughout the manufacturing process
* Assist with the definition of overall strategic direction, strategies, and priorities
* Designs and implements effective strategies for acquiring, retaining profitable customers
* Consolidates and reports progress against plan to upper management

**Required Qualifications and Experience**

* Minimum of 6-10 years of experience managing a Sales department
* Experience successfully managing complex projects, involving multiple stakeholders, from start to finish
* Experience with a distribution channel which involves both sales and agents
* Experience within the electrical field
* Demonstrated ability to read/interpret customers’ production drawings and technical specifications. Thorough understanding of the manufacturing cycle
* Excellent communication skills while successfully managing a team
* Self-starter
* Receptive to change and able to adapt to changing circumstances. Makes suggestions for improvement in work processes and acts on implementing action plans to achieve this improvement.
* Demonstrates accountability, integrity, and ethical conduct.