



Job Title: Inside Sales Executive	Code: ISE1-200909
Department: Service	Job Grade: Intermediate
Revision Date: August 2009	

**Position Overview:** As an Inside Sales Executive you will be prospecting and establishing new reseller account relationships and introduce exciting technology and service offerings such as Network infrastructure, wireless networks, server/client infrastructures, both in a break and fix and project environment. You will also have the responsibility of introducing new product offerings to established accounts.

**Company Description:** MultiTrends ITNet Services, incorporated in 2001, is a fast growing company located in beautiful Maple Ridge, BC. Our excellent customer service has earned us awards in innovation and business excellence. MultiTrends is an equal opportunity employer, committed to developing an inclusive culture. We believe that diverse ideas, opinions and perspectives are good for building business. Ditch the commute or relocate to a fantastic community. We offer a good benefit package and room for advancement.

**Mission Statement:** MultiTrends ITNet Services is an incorporated company that contributes to better living both at home and work. The company believes and stands behind

- Seeing each client and employee as an individual with unique needs.
- Being seen as a contributor to the community and,
- Providing services with accountability, integrity and stability

**Qualifications:** The ideal candidate will have a demonstrated history of excelling in a dynamic, high-intensity, inside-sales or customer service environment where the most tuned levels of multi-tasking skills are required; superior customer, vendor and internal company relationship building abilities are needed.

#### Requirements

- 1+ Years Sales and Telemarketing experience
- Exceptional prospecting/cold calling ability
- Ability to quickly learn and re-communicate computer related concepts.
- Strong telephone, oral, and written communications skills are expected.
- Fluency with Microsoft and other vendor Licenses is a must.
- Experience in the High-technology, computer, networking and support services industry is definite asset.

### Essential Job Functions

- Receives telephone requests for price quotations, purchase orders, order changes, adjustments, and cancellations directly from customers, original equipment manufacturers, and distributors. Achieves and maintains rapport with customers and works to give them the best possible service
- Uses a ticket system to retrieve customer information, , the status of purchase orders, and to make changes on customer purchase orders. Ensures that correct information is used for retrieving and inputting information
- Works closely with suppliers in production control regarding deliveries of scheduled shipments.
- Contacts distributors or checks computer printouts sent to us by customers to locate requested items in order to meet customer's delivery requirements. Relays this information to billing department.
- Places and manages the ordering and receiving of products or services ordered to insure delivery and completion of order process.

### Other Skills/Abilities

- Enjoys serving people and putting others first.
- Positive Attitude
- Welcomes challenges
- Able to work well under pressure
- Self managed, team contributor

Contact: Job Openings  
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Please respond by email, fax only.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

