



Inside Sales Representative

FPS Fluid Power Solutions Inc is seeking a *motivated* and *customer-focused* **Inside Sales Representative** to join our team in Kelowna BC.

FPS is a regional distributor of Hydraulic and Pneumatic products and services. From our location in Kelowna, we offer sales, system design, service, and repairs to our customers throughout British Columbia and Western Canada.

At FPS, our Inside Sales Representatives are the first point of contact with our customers and vendor representatives when they contact or arrive at our location.

The key responsibilities of this role are:

- Provide exemplary customer service and customer attention to both new and existing customers at the counter, over the phone and by email.
- Ensure customer inquiries are promptly and courteously answered.
- Accurately document and process all customer quotes and orders into the point-of-sale system.
- Process payments for front counter sales.
- Proactively communicate with operations/shipping to ensure effective and accurate coordination of customer deliveries.
- Proactively complete follow-ups with customers regarding submitted quotes, service, and pricing.
- Become a source of knowledge; understand the products we sell and services we provide to be able to confidently assist all our customers.

Requirements:

- Grade 12 or equivalent.
- 1-3 years of Customer Service or Inside Sales experience – Industrial Inside Sales experience is preferred but not required.
- Proficiency with all Microsoft Office Applications.
- Detail oriented and organized with excellent analytical and problem-solving skills.
- Self-motivated with a strong sense of initiative and concern for the customer.
- Ability to work well in a team environment.
- Mechanical aptitude or an interest in industrial applications.

Don't have all the required qualifications? Training is available for the right candidate.

Why join our team at FPS?

- Competitive salary with bonus opportunities.
- Full extended health and benefit program.
- Training opportunities.
- Positive team environment with growth opportunities.

We would like to thank all interested candidate; however, only those selected for an interview will be contacted.