

We are hiring a team player to perform **Client Services and Technical Rep** duties in Salmon Arm, BC!

**Dinoflex** is a fast-growing company with dynamic goals which provides our employees with a challenging and rewarding workplace experience guided by our core values. **Passionately doing what is uniquely different is who we are.** We are currently looking for a **CSTR** team player to join our team!

At **Dinoflex**, we embrace a set of core values. These values form the foundation from which we carry out work tasks, make decisions and conduct ourselves on a daily basis. **Safety Above All** tops our list of core values, followed by **Customer Intimacy, Employee Care, Business Innovation** and **Extreme Ownership**. The successful candidate will need to identify with these core values to be a positive member of the team.

Your job will be based entirely at our headquarters in Salmon Arm, BC. We will start you at **\$30.00 - \$35.00** per hour plus commission on a full-time basis.

You get two weeks of vacation each year and can be taken on an earned basis. Any vacation requests must first be approved by the **Executive Sales Administrator**.

If you do successfully complete the 90-day probation period, we welcome you to participate in the Extended Health Benefit Plan. This plan is 100% funded by Dinoflex so there is no cost to you.

You are entitled to five paid sick days per calendar year as per provincial regulations.

As a Client Services and Technical Rep at Dinoflex, your mission will be in identifying new business opportunities and initiating the sales process in addition to your CSR responsibilities. Your primary responsibility will be to generate and qualify leads through prospecting and outreach efforts. You will collaborate closely with the VP of Sales to develop strategies that provide value for our clients and align with our business objectives.

You will be assessed on these objectives:

- **New Business Development:** Identify, target, and acquire new business opportunities in sectors such as Flooring Distribution, National Accounts, Architecture, and Design.
- **Customer Retention & Growth:** Maintain and grow relationships with existing clients by understanding their needs and presenting tailored solutions, with a focus on customer satisfaction and loyalty
- **Sales Strategy:** Develop and execute a business development strategy to increase market share, achieve sales targets, and maximize revenue growth.



- **Prospecting:** Proactively generate and qualify leads through various channels, including networking, cold calling, and attending industry events.
- **Collaboration with Sales Team:** Work closely with our Canadian and US Business Partners sales teams to coordinate efforts, share insights, and drive collective success.
- **Reporting & Analysis:** Record all sales activity in CRM. Track sales performance, prepare reports, and present insights to the leadership team, using data to inform strategy and decision-making.
- **Market Demand:** Creates market demand for products through daily presentations to architects within the marketplace
- **Partnering:** Works in a consultative manner as a product, industry, and brand expert with prospects and customers to develop the business within each marketplace
- **Client Service Responsibilities:**
  - Create Quotes, orders, and other data entry tasks in our CRM System
  - Communicate with Business Partners and leads, answering product, installation, and technical questions via email and phone
  - Follow up on projects and leads promptly
  - Commitment to continued education on product knowledge
  - Process development and implementation
  - Plus, any additional responsibilities that relate to customer service

#### What We're Looking For

- Alignment with Dinoflex core values and core purpose
- 3+ years of relevant Customer Service experience focusing on developing new customers and sales growth
- Proven track record of meeting or exceeding sales targets with excellent negotiation and relationship building skills.
- Experience with CRM systems (preferably SAP), Microsoft Office Suite, and LinkedIn
- Ability to travel - 25% of the time

#### Nice to Have

- Experience within the A&D community
- Appreciation for the English & French language, written word, and copywriting skills
- Proficiency and knowledge of CRM applications

Dinoflex Group offers a competitive salary, benefits package, profit sharing, and a fast-paced work environment that is both exciting and challenging. Send your resume and salary expectations to [HR@Dinoflex.com](mailto:HR@Dinoflex.com) as soon as possible.

Please include "Your Name - Client Services and Technical Rep" in the subject line.



"We believe when we help our customers succeed, we succeed."