Inside Sales Representative

Company: Titan Electrical Group
Location: Winnipeg
Position: Full-Time Permanent (40 hours per week)

About Us:
The Titan Group is a lighting & electrical manufacturer agency founded in 2008 in Saskatoon. We are known for providing projects with optimal, innovative lighting solutions, product technical support, and assistance in meeting budgets & deadlines. Our main goal is to bridge the gap by bringing you together with world-class manufacturers to deliver leading-edge products & a seamless process.
We foster teamwork, customer service, accountability, and results-driven values. At Titan, we provide a positive, respectful, and supportive work atmosphere that allows our employees to grow and excel in their roles. Our culture empowers and celebrates our people's achievements, encourages collaborative thinking, and offers an enjoyable work environment with competitive salaries, incentives, and benefits.

Position Overview:
The Inside Sales Representative supports Titan's growth by building customer relationships, responding to inquiries, preparing quotations, coordinating orders, and following up on sales opportunities. Working closely with the Territory Sales Manager, suppliers, manufacturers, and internal teams.

Responsibilities:
- Build and maintain strong relationships with existing and prospective customers, delivering exceptional customer service.
- Support the Territory Sales Manager in growing Titan's presence and expanding sales opportunities in the Winnipeg market.
- Respond to customer inquiries, provide product information, prepare quotations, and coordinate orders.
- Proactively follow up on quotations, sales leads, and customer opportunities to drive sales growth.
- Identify customer needs and recommend appropriate electrical products and solutions.
- Collaborate with manufacturers, suppliers, and internal teams to ensure timely and accurate customer service.
- Maintain current product knowledge and stay informed of industry trends and market opportunities.
- Maintain accurate customer records, sales activities, and opportunities using CRM and other internal systems.
- Contribute to achieving sales objectives and continuously improving the customer experience.

Core Competencies
- Exceptional customer service skills with a genuine interest in helping customers succeed.
- Ability to listen, understand customer needs, and identify opportunities to add value.
- Strong interpersonal and communication skills.
- Sales-driven mindset with the initiative to identify and pursue opportunities.
- Strong attention to detail, accuracy, and quality.
- Excellent organizational, multitasking, and time-management skills.
- Great collaborator and team player who thrives in a growing business environment.
- Proficiency in MS Office and CRM software.
- Self-motivated, adaptable, and results-oriented.
- Willingness and ability to develop technical product knowledge.

Working Conditions and Requirements:

- Must live in the Winnipeg area, be able to work effectively in a remote setting, and be willing to transition to an office when a suitable office location is found.
- Regular interaction with customers, manufacturers, and internal sales teams.
- Occasional travel to attend customer meetings, product training, and industry events may be required.
- Valid driver's license and access to a reliable vehicle.

Benefits:

- Competitive salary commensurate with experience
- Comprehensive health benefits package
- Savings plan with company match
- 3 weeks vacation, plus paid time off over Christmas
- Opportunities for career growth and advancement within the company

Qualifications & Experience

- Post-secondary education in Business, Sales, Marketing, Electrical Technology, or a related field is considered an asset but not a requirement.
- An equivalent combination of education and relevant work experience will be considered.
- 2–3 years of experience in inside sales, customer service, account coordination, or a related sales support role is preferred but not a requirement.
- Experience in the electrical, construction, or wholesale distribution industry is considered a strong asset.
- Experience preparing quotations, processing customer orders, and supporting sales activities is preferred.
- Demonstrated ability to build customer relationships and identify sales opportunities.

How to Apply:

If you are ready to grow your career with US, please submit your resume and a cover letter outlining your qualifications and interest in the position. We look forward to hearing from you!

Please submit your resume to hr@thetitangroup.ca . The position will be open until it is filled.

Titan Electrical Group is an equal opportunity employer. All qualified applicants will be considered for employment, but only those shortlisted for the position will be contacted.