



## INSIDE SALES MANAGER – NORTH AMERICA (Canada)

The **NOVASOL CHEMICALS Group** is a 100% independent company, ranked in the ICIS Top Best 100 chemical distributors. The company, headquartered in Brussels, is active in Asia, Europe and North America with local teams in 20 countries.

Thanks to our growing activities in Europe, we are looking for an experienced and dynamic person as **Inside Sales Manager for the further development of our business in Canada, USA and Mexico.**

Your main mission is to provide support to the local Sales Managers and keep the Sales Director updated on sales performance. You will report to the North American Director.

### **Your role:**

The main duties are:

- Generate and process new sales leads and expand new items with existing customers in our ERP system (Oracle Netsuite)
- Lead North American digital marketing campaigns and track success rate through Netsuite
- Work with Global Sales Managers and Product Managers to find opportunities
- Spot (dynamics) opportunity ownership from identified customer/product combinations
- Strong phone calls activity with buyers to generate intimacy & deals
- Prepare & issue price offers in a reactive way
- Drive and follow up leads/opportunities coming from specific hunting activities
- Check, approve and enter the Sales orders, and contact information amendments in Netsuite
- Enter all sales information activities in an easily readable format into Netsuite ERP/CRM
- Sample coordination: follows up until delivery and informs sales team
- Follow up with customers to make sure that they are satisfied with our product/service level – report on customer satisfaction
- Coordinates communication with supply chain in terms of status follow up
- Close interaction with Quality department : send correct info to customers, follow up on questionnaires, regulatory requests, specifications from customers

# Novasol Chemicals

Distribution. Worldwide, just right.



- Deal/coordinate customer complaints related to order/delivery (price/quantity/delivery issues)
- Participate actively in team meetings on best practices and continuing expectations towards team members and management
- Generates and shares monthly comprehensive communication about Sales performance, mission-related objectives and deadlines

## Your profile:

- Experience (2 - 5 years) in customer services
- Knowledge of the chemical distribution business is a must
- Fluent in English (Spanish/French is a plus but not necessary)
- Familiar with Microsoft Office (especially Excel) & CRM system (Oracle NetSuite)
- Experience with international environment & multicultural colleagues
- Excellent written and verbal expression
- Team player, problem solver, pro-active and self-starter, analytical, flexible and disciplined, highly motivated
- Entrepreneurship in all you do
- Able to recognize the needs of the customer and bring it to a good end.

## Our offer:

- Young, dynamic, cosmopolitan working environment
- Autonomy and responsibility
- International oriented business relations
- Flexibility
- Good place to work at our Stoney Creek, ON
- Attractive salary & fringe benefits package ( Benefits, travel insurance, mobile phone, laptop, homeworking)

Interested in joining our team? Please apply at [hr@novasolchemicals.com](mailto:hr@novasolchemicals.com).

## Novasol Chemicals Group