



SALES AND CUSTOMER SERVICE COORDINATOR

Job Description

The NEAS Group is currently hiring a Sales and Customer Service Coordinator. The ideal candidate will be responsible for providing excellent service and support to existing customers, as well as being tasked with soliciting new business. The candidate will be self-motivated and be able to resolve customer concerns in a timely manner. Reporting directly to the Sales and Customer Service Manager, the coordinator's responsibilities will be:

Reporting to the Manager of Sales and Customer Service, your main responsibilities will be:

- To provide sales and customer service support to existing and new customers.
- To maintain customer details and files in our computer system
- To follow up and maintain good customer communication with assigned clients.
- To provide clients with timely pricing and contracts including terms, warranties, delivery dates, insurance etc.
- To be able to provide telephone support for the department as required.
- To continually analyze the market based on competitive information and statistical data.
- To assist the manager from time to time as required

Skills

- Fluently bilingual (English and French)
- Good computer knowledge (Excel, Word, Power Point)
- Knowledge in Maritime and Logistics industry
- Great communication and interpersonal skills
- Good negotiation skills with customers.
- Detailed oriented
- Team spirit

Education

- Cegep DEC, or University studies or 5 years equivalent experience in trade, shipping and logistics.

Email contact: contact@neas.ca