



Your Career Blooms Here!

Inside Sales Representative Mississauga, Ontario

John G. Hofland Ltd. is an award winning, established, well respected, and growth oriented GTA based wholesaler selling high quality fresh cut flowers, greens, plants, floral supplies and giftware. If you are passionate about sales and customer service, we want to hear from you. John G. Hofland Ltd. offers an amazing company culture, comprehensive benefits and the opportunity for career growth.

Reporting to the Sales Manager, the Inside Sales Representative is responsible for selling floral supplies and giftware to achieve Hofland's customer retention and growth strategy as well as their individual and team targets.

Key duties of the role:

- Provide an amazing customer experience by answering incoming calls, answering questions or concerns and selling Hofland's complete range of floral essentials and giftware lines.
- Contact dormant customers and prospects via outbound calls, emails and offers.
- Find and communicate answers to customers online & phone inquiries in a timely manner.
- Maintain and develop relationships with existing customers while assisting new prospects.
- Work with fellow team members to ensure the phone queue is covered during the hours of 8am to 4:30pm.
- Become a product expert to provide customers with solutions which are designed for their specific needs, matching their customer's tastes and trends.
- Liaise internally to monitor existing orders and inventory levels and make accurate and rapid cost calculations to provide quotes.
- Utilize all tools and programs to provide high level customer service, such as set asides, special orders, and direct import.
- Actively maintain sold section ensuring all unneeded products are returned to quality control.
- Assist and interact with other departments as required to ensure customer service levels are met.
- Occasional work inside floral cooler – picking floral orders, assisting customers and managing sold section.
- Perform other related duties as required.

Key skills and qualifications you must possess:

- 1-2 years' experience in an inside sales environment preferably in the giftware industry
- Ability to build effective relationships with colleagues and customers.
- Professional verbal and written communication skills with superior interpersonal skills.
- Outstanding time management, organizational and administrative skills.
- Collaborative and team oriented individual capable of working independently and as part of a team.
- Must be flexible and adaptable.
- Excellent computer skills including MS Office such as Word, Excel & Outlook.
- CRM/ERP experience and/or capable of learning customized CRM.
- On occasion (during peak periods), the Inside Sales Rep may need to work evenings, weekends and extended hours.

If this sounds like the role for you, please forward your resume and cover letter to job@hofland.com. Please ensure "Inside Sales Rep." appears in the subject line.

We value diversity and inclusion and encourage all qualified people to apply. If we can make this easier through accommodation in the recruitment process, please contact us.

We thank you for your interest in this position. Only successful candidates will be contacted.