

Inside Sales Associate

Mississauga, ON

Lakeside Process Controls Ltd. ('Lakeside') is recognized as a market leader, providing complete automation solutions to a wide range of industries. Our capabilities in process management and industrial automation enable us to solve our customers' process automation challenges, keeping their operations running safer.

Our solutions range from devices that measure and relay diverse physical and chemical conditions, devices that control flow of materials, networks that transmit event-related information, to process control systems that collect information and trigger necessary actions to ensure continued operations.

Lakeside's success is due to its exceptional people. Our skills and passion for our work is the key to our strong business results. Our commitment to a culture of integrity, teamwork and collaboration is what drives our continued and sustainable growth.

We seek individuals who are engaged, capable and committed to continuous improvement.

If this sounds like you, apply today and discover your potential with Lakeside!

To apply, please visit our website [here](#)!

What you will be doing in the role of Inside Sales Associate:

Your responsibilities may include, but are not limited to:

- Acting as a main point of contact for customers in a region
- Delegation of engineered requests within the team
- Customer Portal Management – retrieving and distributing new purchase orders within the sales teams, updating status and dates
- Creating quotes for parts, services and non-engineered products
- Ensuring proper execution of an order from quotation to final shipment
- Following up with customers in a timely manner
- Acting as a coordinator between service provider and customer
- Maintaining correspondence with customers and suppliers
- Assist in managing a team's product returns
- Daily interfacing with internal business system / ERP software.

Knowledge and skills required for the role:

- Bachelor's Degree and/or College Diploma
- Three to Five (3-5) years' experience in a customer service or sales role
- Excellent planning, organizational and time management skills
- Effective verbal and written communication skills

- Strong interests in customer service, building customer relationships and exceeding customers' needs
- Strong analytical and problem-solving skills
- Strong attention to detail
- Ability to handle and prioritize multiple objectives at once
- Hard working with high personal standards
- Team player
- Proficiency in MS Office, Windows

What we give YOU!

- Flexible working schedules, including **hybrid remote work** programs
- A **competitive compensation** package, with RRSP-matching
- Comprehensive **benefits coverage** (medical, dental, vision, EAP & on-demand virtual health care)
- A culture that promotes healthy **work-life balance** with above-market **paid time off**
- A structured **training and development** program and opportunities for continuous learning
- Opportunity to participate in an award-winning **wellness program!**

***Lakeside Process Controls Ltd. is committed to employment equity and welcomes diversity.** We believe strongly in celebrating the different perspectives and experiences that come along with having a diverse network of employees, and encourage applications from all qualified individuals, including: persons with disabilities, Indigenous persons, women, and members of visible minorities.*

If you require accommodations to complete an application, please contact Human Resources at human.resources@lakesidecontrols.com and we will work with you to meet your accommodation needs.