



JOB OPPORTUNITY

Pattison Sign Group (PSG) is one of the world's largest sign and physical branding companies. With a footprint throughout North America and global partnerships, PSG delivers impactful branding solutions to our customers through five manufacturing facilities, six sales offices and over 650 employees across the continent. Our company is growing organically and through ongoing acquisitions.

PSG is dedicated to absolute customer satisfaction and ultimate quality in its products and services. It is ISO certified to ensure Total Quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and comprised of over 565 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$12.7 billion in 2020 and more than 51,000 employees, the Jim Pattison Group is the second largest private company in Canada.

Pattison Sign Group offers benefits, a competitive salary and is committed to the Employment Equity program.

We are currently seeking to hire a **Client Sales Coordinator** to be based at our Toronto office.

OVERVIEW:

The Client Sales Coordinator (CSC) reports to the Senior Vice President & Chief Operating Officer – Canada and is responsible for daily administrative and client contact operations.

This role also includes working closely with the Sales and Account Management team providing daily value-added sales support, client service and marketing support to help grow our business.

KEY RESPONSIBILITIES & ACCOUNTABILITES:

- Provide a high level of customer service and sales support to Sales and Account Managers to help them attain their sales goals.
- Involved in Sales and Account Management processes including data mining to help uncover new opportunities;
- Support Sales and Account Manager in coordination of schedule, emails and client communication.
- Follow specific administrative processes & guidelines to ensure deadlines are met.

- Provide outstanding customer support through efficient and effective service delivery, on the phone, online or face to face.
- Provide professional, knowledgeable sales and service support thus contributing to new sales and conservation of existing business.
- Review new proposals and all supporting forms and documentation for accuracy and completeness.
- Communicate with Sales and Account Management regarding incomplete/missing applications, forms and information requirements. This may involve multiple follow-ups with internal stakeholders or clients and requires utmost tact and diplomacy.
- Review/prepare financial (quotations, proposals, deposits, etc.) and non-financial documentation required to initiate new order submission or change request documentation and submit to head office.
- Prepare paperwork in advance for meetings each week.
- Maintain and update client notes and files in paper and online.
- Maintain and ensure compliance standards are met with Sales and Account Managers
- Other special projects, as required.

QUALIFICATIONS & COMPETENCIES

- Bilingual: English / French
- Minimum 5 years sales support/coordination experience is required.
- Proactive management skills a necessity in quick changing environment.
- Effective communication skills, both written and verbal, responding promptly to requests; effective telephone techniques; tact, courtesy and patience
- Tech savvy with the proven ability to maximize the use of MS office tools, Microsoft Outlook, Word, Excel, PowerPoint, Office 365 and Salesforce CRM.
- Aptitude and ability for learning additional industry-related software and tools.
- Adaptable to change, with an understanding of the need to quickly change priorities and respond in a positive manner.
- Work in a collaborative and effective team environment to set goals, resolve issues and make decisions.
- Decision-maker with the ability to prioritize multiple tasks and manage interruptions, to assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Ability to organize and develop a work schedule; independently monitors progress towards goals, and track details/data/information/activities.
- Work experience in the financial industry is an asset.
- Home office availability for flexible work situations.

To apply, please send your resume to hr@pattisonsign.com on/before January 21, 2022