



T R I A L T O

## **Job Profile and Key Accountabilities**

**Position Title:** Order Desk & Inside Sales Coordinator

**Reports To:** BC Sales Manager

**Location:** Vancouver, BC

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### **Position Summary:**

The Order Desk & Inside Sales Coordinator for Trialto will work closely with the BC Sales Manager to fulfill Domestic and Import orders for our customers. This position is responsible for being the face of the order desk as a customer service representative and is responsible for receiving and processing domestic and import orders via email, phone, fax and text during office hours. The Inside Sales portion of the role will include preparation of our weekly email offers, inventory updates and generating internal reporting via our Order Portal and other internal systems.

### **Key Accountabilities Order Desk**

Receives and processes domestic and import orders via email, phone, fax and text between 8:30am & 4:30pm Monday to Friday.

Input customers' names, addresses, and billing information, product numbers, and specifications of items to be purchased into the Order Portal System

Report any inconsistencies, problems or ideas to improve the Order Portal System

Inform customers by e-mail or telephone of any relevant order information, such as LTO prices, delivery dates, and any anticipated delays

Receive, acknowledge, and respond to customer complaints

Report any shortfalls on inventory to the BC Sales Manager

Calculate and compile order-related statistics and prepare reports for management as required.

### **Key Accountabilities Inside Sales**

Prepares weekly product email offers using our internal systems for email delivery.



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Prepares weekly Domestic Inventory updates and uploads pricing to our website.

Support the sales team in executing and working sales driven special events as requested by the BC Sales Manager. This may include coordinating calendars, event administration and coordinate sample purchases and shipping.

Assists in maintaining Trialto online catalogue / website by adding or updating any pricing, vintages & inventory as indicated by the supply chain and marketing teams.

### Key Relationships

**Internal:** BC Sales Manager, BC Sales Team, Trialto Supply Chain

**External:** Trialto winery partners, Customers, Vendors

### Core Competencies

**Accountability:** Demonstrates and communicates a high level of ownership and commitment to achieving results. Takes steps to perform work at a high level in order to achieve goals and targets.

**Communicating:** Listens, speaks, and writes clearly and concisely. Provides timely, appropriate, and useful information to others, by determining the most effective method of communication and tailoring the message to the intended audience. Uses personal judgement to determine what information is useful to the co-worker or client.

**Listening, Understanding, Responding:** Creates effective interaction with others, dealing with people in a direct, open, trusting, and respectful manner, understands non-verbal cues, listens with empathy, and knows how to bring out unspoken thoughts or concerns.

**Client Service Orientation:** implies helping or serving others to meet their needs, both internal and external, focusing on discovering those needs and figuring out how best to meet them. At this level one should know how to uncover underlying needs that often go unsaid, identifies the real needs of the client, that is, those not necessarily expressed at the outset, and match these needs with customized services.

**Teamwork and Cooperation:** a strong willingness to work closely with colleagues or other employees toward a common goal, shares information and cooperates, regularly informs team members of both the events and individual and collective actions affecting the group, supports general team decisions.



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**Organization & Time Management:** Having a sense of urgency and completing work in a logical, clear, and well-defined way. Consistently monitors and checks work information, insists on clarity in roles and duties, and sets up and maintains information systems.

**Accuracy and Attention to Detail:** a strong focus on processes and procedures, a knack to get things done right and in full completion, meets stringent deadlines and quality measures.

### **Discretionary Authority:**

No direct reports or supervisee's.

Office expenses managed within budget

Other spending as directed by BC Sales Manager

### **Job Requirements:**

- 2-4 years' experience in a customer service-oriented role
- Friendly, outgoing, with a strong customer service focus
- Thorough knowledge of administrative and clerical procedures
- Proficient user of Microsoft Office and related programs: excel, power point, outlook, etc.
- Strong communicator both written and verbal.
- Good knowledge of computers, IT, and relevant software
- Experience with sales and marketing platforms such as Mailchimp are an asset
- Strong interest in wine

### **What Trialto Offers**

- The opportunity to work with some of the World's Great Winery Partners. Wines that exemplify our Trialto's motto of "Wines of People, Place and Time.
- Competitive salary
- Benefits
- Training & Development Programs

"Wines of People, Place and Time."