



WHO ARE WE?

Royal Rubber Stamp & Sign Co is a leading-edge manufacturer of signs, stamps, name tags and plates, accessories and many other assorted products/services and is well-positioned to meet business and individual related needs. The headquarters is located in downtown Edmonton with two other locations in the south and west end of the city. This well-established company of 57 years has served many clients in a variety of industries. Some of the projects include personalized medals for the World Masters Games, signage for the new Edmonton Remand Centre, Edmonton Humane Society and the Strathcona Community Hospital just to name a few. There is no job too big or too small to challenge a valued staff of 25. For more information to learn about Royal and how you might contribute, please visit www.royalstamp.ca .

THE OPPORTUNITY

Are you a strong team player who is energetic and wants to make a difference by providing exceptional customer service as a Customer Service Rep (CSR)? This inside sales position might be the one you have been looking for. If thinking on your feet and sharp listening skills are some of your key strengths, we want to hear from you! A strong work ethic, marketing expertise and an ability to prioritize will help you get your foot in the door. Using “Open Systems Accounting Software” to manage Royal business and you would be supported by a CSR Supervisor. Your initiative plays a key role in this fast paced environment with huge rewards when your skills align with the job requirements.

KEY RESPONSIBILITIES & FUNCTIONS

- Establishing rapport with customers due to walk-ins, phone calls and emails.
- Listening attentively to assess customer needs and provide recommendations.
- Emphasizing service or product features and benefits, discussing credit terms, quoting prices, and preparing sales order invoices.
- Capturing accurate and complete information based on the customer interaction.
- Providing customer support, answering maintenance recommendations, providing expertise on do it yourself projects i.e. how to install vinyl or how to change a pad in a self-inking stamp.
- Trouble shooting step by step over the phone and providing technical product advice to the end user and how to use the on line ordering system.
- Cross selling.
- Building and maintaining ongoing client relationships.
- Making sales calls to customers at their office or job site.

YOU WILL POSSESS THE FOLLOWING SKILLS AND SPECIFICATIONS



- Able to work in a fast-paced environment with excellent time management skills.
- Excellent telephone sales personality skills.
- Exceptional verbal and written communication skills
- Decision-making, problem-resolution and creative thinking skills.
- Be honest, assertive, systematic and a self-starter.
- Able to multi-task the activities with shifting priorities.
- Highly proficient computer skills including MS Word, Excel and Outlook.
- Demonstrated related experience with a two year minimum; a marketing diploma is an asset.

COMPENSATION & BENEFITS

A comprehensive compensation package is available to the ideal candidate with a proven track record, positive references and required skills. This is a 40 hour workweek with salary dependent upon experience, a bonus structure plus health benefits, a pension plan and an Employee Assistance Program. Free parking is available together with an on-site gym and team celebrations for milestones and achievements. Royal Rubber Stamp & Sign Co is COR Certified and follows required safety practices and procedures.

Please submit your resume directly including references and covering letter, in *Word* format, to Pat Kachmar at HRSolutionsoptions@gmail.com or call 780.940-5408.

Individuals interested in this employment opportunity must obtain the necessary approvals from the Government of Canada - Citizenship and Immigration department, prior to applying for this position. In accordance with the Canadian Immigration laws, priority will be given to Canadian citizens and permanent residents of Canada for employment opportunities. Detailed information can be obtained from <http://www.cic.gc.ca>