



Your partner in R&D™

Roles & Responsibilities

Inside Sales/ Customer Service Representative

April 6, 2023

Scope of Duties

You will be employed by GPI Global in the position of Inside Sales/ Customer Service Representative and will perform the duties of that position and other duties as assigned to you from time to time.

- Prospecting Sales opportunities for various industries within food ingredients are consistent with GPI brand and corporate strategies, opportunities, and risks.
- Identify key markets in food ingredients and create strategic goals for onboarding new leads and prospects.
- Work closely with Sales Directors, Quality Assurance, R&D and Procurement to identify, develop and execute business building plans for the prospect.
- Establish and maintain frequent contact with new account opportunities
- Manage/Maintain all technical documentation requests for existing clients
- Create business Call Reports and maintain all information in GPI CRM
- Build/manage forecast and baseline pipeline for GPI products.
- Responsible for all order entry and process order fulfillment
- Ensure all orders are shipped on time and communicated effectively to the clients
- Responsible for creating samples for all client requests (with all pertinent documents)
- Manage all incoming calls, emails, documentation requests GPI Sales in US/Canada

Candidate Initials _____

In order to perform these duties you will need the following skills, training, and/or experience:

- University/College Degree or Diploma preferred
- 3+ years client services/inside sales experience
- Knowledge of the Food Ingredient industries
- Advanced skills using Microsoft Office applications, Salesforce CRM
- Team and results-oriented with effective communication skills; presentation experience an asset.
- Flexible, extended hours and workdays required basis meetings and demands of the business.
- Ability to travel when needed
- Valid driver's license
- Strong business acumen and ability to adapt in a fast-paced environment
- Strong ability to negotiate
- Strong ability to multi-task and prioritize based client/company requirements

Salary

GPI will pay a base annual salary of \$50,000 – \$60,000 gross in equal bi-monthly installments. Earnings are subject to statutory deductions including Income Tax, CPP, EI, and Group Benefits Premiums, if applicable, at the time of payment.

Bonus

The Inside Sales Representative is eligible to receive up to 20% percent of their annual base salary for the achievement of specific objectives, measures, and targets established for each fiscal year. Bonuses are paid annually at the end of the year in December. Bonus payments are subject to statutory deductions including Income Tax, CPP, and EI, at the time of payment.

Vacation

You will, during your employment with GPI, be entitled to two (2) weeks paid vacation per year in accordance with provincial employment standards. Vacation pay is accrued every pay period and paid out when time is taken. Vacation time can be taken as it is earned at a time reasonable to the operations of GPI. Vacation time not used in any given year may not be carried into the subsequent year without the written consent of GPI.

Benefits

Upon successful completion of the Probationary Period, as a condition of employment, you will be enrolled in GPI extended health benefits program. The premiums associated with the extended health benefits program are cost-shared between the employer and the employee, with the employee paying the premiums related to any income replacement insurance.