



9719 63 Avenue, Edmonton, Alberta T6E 0G7 / <https://www.tscg.ca>

Sales Associate – Full-Service Division

Who We Are:

Top Shelf Closets and Glass is Edmonton's leading manufacturer and installer of closet shelving, shower doors, mirrors, closet doors, room dividers, frameless shower glass and custom-cut interior glass. Top Shelf Closets and Glass work closely with new home builders, renovators, infill specialists and retail clients to exceed customer expectations. We provide high-quality products, with each item customized for the perfect fit and installation. Top Shelf's custom closet and glass solutions are tailored to each individual job with all aspects of design and budget in mind.

We manufacture and custom-tailor each product in Edmonton.

Learn more about us here: <https://www.tscg.ca>

Position Summary:

The Sales Associate for the Full-Service Division will work closely with our Account Manager & Project Manager teams to ensure Top Shelf is able to provide the necessary level of service on each project, fulfill timelines and provide accurate information. This role requires strong relationship-building skills, attention to detail, and managing multiple accounts at the same time effectively.

Key Responsibilities:

Account Coordination:

- Manage and nurture relationships with internal and external customers, ensuring their needs are met and exceeded expectations.
- Serve as the primary point of contact for Account Managers, addressing inquiries and resolving issues promptly.
- Facilitate information transfer between Account Manager and Project Manager, ensuring full clarity of information.
- Report to account managers and provide regular updates regarding client's project status.

Customer Service:

- Ensure high levels of customer satisfaction by providing exceptional service and support.
- Coordinate with the internal and external customers to address and resolve client issues in a timely manner.
- Implement customer feedback programs to improve service quality continuously.
- Have the ability to walk a home builder or customer thru the showroom for product demonstrations.

Operational:

- Perform estimation and blueprint take-offs to ensure accurate quoting for projects.
- Assist Project Manager with design customization efforts to improve the overall customer experience.
- Work closely with the installation team to review custom designs that are feasible for Top Shelf.
- Collaborate with the production team to ensure seamless execution of projects.
- Work with Account Managers for pricing projects and provide all necessary information to project management to execute schedules efficiently.
- Ensure work orders are submitted with all required information, including design details, to facilitate efficient production and timely delivery.

Reporting and Analysis:

- Maintain accurate records of Account Manager requests, account activities, and customer interactions.
- Be aware of account performance, sales metrics, and customer satisfaction.

Qualifications and Requirements:

Primary Experience:

- Proven experience in order desk or inside sales role, or relevant coordination role.
- Strong interpersonal and communication skills.
- Ability to manage multiple accounts and prioritize tasks effectively.
- Demonstrated ability to work in a team environment.
- Problem-solving skills and attention to detail.

Educational Background:

- High school diploma
- A bachelor's degree or diploma with a specialization in business administration, sales, marketing, or a related field is preferred.

Technical Skills:

- Proficiency in using CRM software and business management tools.
- Efficient with Microsoft suite of products is preferred.
- Experience with closet or shower enclosure software is an asset.

Working Conditions & Physical Requirements:

- Will primarily be working from the office.

HSE Responsibility:

- Demonstrate commitment to Health, Safety, and Environment.



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Benefits:

- Competitive salary and benefits package.
- Health and wellness programs.

Job Type:

Full-time, Permanent

Working Hours:

40 hours per week