

## Life Safety Consultant – Sales Call Center Edmonton, Alberta

### THE ROLE

Responsible for continual sales, service and customer contact through inbound/outbound calls to existing and potential customers. Identify customer needs &/or opportunities, provide life safety solutions and provide exceptional customer service through our proven sales techniques.

### KEY ACCOUNTABILITIES

- Handle outbound customer contacts, responding appropriately to customer needs with product knowledge, customer service, and sales skills to secure results.
- Complete a minimum amount of outbound calls per day as outlined in the departments overall objectives.
- Lead by example through maintaining a high level of performance and support any new sales initiatives, policies or procedures.
- Respond appropriately to customers by handling objections and closing the sale.
- Utilize effective communication methods when dealing with clients such as voice and tone inflection, grammar and vocabulary, rate of speech, volume and pitch and active listening skills.
- Accurately input name, address, purchases and reactions of prospects and customers contacted into Reliance Protectron's database for the purpose of providing detailed customer reporting.
- Participate in on-going coaching, training sessions and team meetings to increase effective communication, customer service and sales skills, to maximize individual and team performance both qualitatively and quantitatively.
- Maintain and manage all individual customer follow ups through the Action Queues on a daily basis.
- Provide Buddy Training to new staff to support learning and growth of the individual and the team to increase staff efficiency and productivity.
- Be aware of promotional events, special events in order to relay information to customers for these events.
- Perform other duties as assigned by the Team Leader.

### CANDIDATE PROFILE

- Completion of high school diploma or GED. Completion of post-secondary education in Sales, Marketing, Business Administration or related discipline is an asset.
- One or more years experience in sales environment is an asset, however, any equivalent combination of education and experience that provides the required knowledge, skills and abilities may be considered.
- Proficient in Microsoft office and the Internet.
- Knowledge of principles and methods for showing, promoting and selling products or services. This includes sales strategy and tactics, product knowledge, sales techniques and sales.
- Knowledge of principles and processes for providing customer and personal services. This includes customer assessment, meeting quality standards for services and evaluation of customer satisfaction.

### WHY WORK AT RELIANCE PROTECTRON

1. Work with a **Great Team!**
2. **Stimulating** and **Innovative** work environment
3. Business model **respects personal lifestyle**
4. **Innovative & Creative** Perks
5. An **Exciting** and **Diverse** Workplace
6. **Career Paths** from Coast to Coast
7. Exciting **Training Opportunities**
8. Work Life **Balance**
9. Competitive **Compensation**
10. Comprehensive **Benefit Package**

### PLEASE SUBMIT APPLICATION TO

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