



Inside Sales USA

Monday to Friday 8:00 am to 5:00 pm
Permanent & full time

Hydrolico U.S. Inc. is a fast-growing company specializing in the manufacture and distribution of hydraulic and pneumatic products serving the North American market.

The incumbent provides technical support to customers by responding to requests, processing orders, analyzing needs and proposing solutions and products adapted to their needs, aimed at achieving sales targets.

Responsibilities:

- Respond to customer requests and provide the precise information requested;
- Prepare and provide quotes for clients / sales staff;
- Coordinate with purchasing and sales to ensure customer orders are processed, expedited and delivered on time;
- Receive and process customer orders by phone, e-mail or fax;
- Respond to requests for information regarding complaints and claims;
- Help the client to choose his components and analyze his needs (up-selling);
- Follow up on orders and quotes;
- Develop and maintain a knowledge base of evolving products and services.

Skills:

- Practical experience with hydraulic components;
- Strong mechanical aptitude;
- Good communicator to coordinate relationships and transfer information inside and outside the organization;
- Focused on quality and customer satisfaction;
- Analytical and problem-solving skills;
- Able to manage priorities;
- Aims to exceed (to achieve objectives);
- Able to adapt to all kinds of situations;
- Sense of initiative;
- Perseverance and resourcefulness;
- Good interpersonal skills and ability to work in a team;
- Open to continuous training on products and hydraulics;
- Familiar with Microsoft Office software (Word and Excel);
- Experience with order taking and inventory management software.

Why work for Hydrolico:

Established for over 25 years; Remuneration paid bi-weekly; Group Health Insurance after 90 days; 401K after 90 days; New work environment in September

Apply to rh@hydrolico.com