



**Job Title:** Contact Center Inside Sales Representative

**Location:** Landmark 6, Kelowna, BC

**Salary Range:** \$48,000 – \$59,000

**Application Deadline:** Open until filled

### **Join Our Team at BigSteelBox!**

BigSteelBox, Canada's leading provider of portable storage solutions, is looking for an Inside Sales Representative (Storage Consultant – Sales) to join our team at the Landmark 6, Kelowna, BC location. This full-time position offers flexible work arrangements, including both in-person and hybrid options. If you have excellent communication skills, a passion for sales, and the ability to drive business results, we want to hear from you!

### **Position Overview:**

The **Inside Sales Representative** is responsible for handling all incoming sales calls and online quote requests. In this role, you will generate leads, build customer rapport, and use your strong communication skills to convert inquiries into sales. You will promote the full range of BigSteelBox products to meet business targets and foster ongoing relationships with customers. If you're someone who enjoys problem-solving, thrives in a fast-paced environment, and aligns with BigSteelBox's core values, this is the job for you!

### **Why Work for BigSteelBox?**

We are proud to be certified as a **Great Place to Work®**, reflecting our commitment to creating an environment where everyone can thrive and feel valued. Our employees consistently rate us highly for job satisfaction, and we strive to make every day enjoyable and fulfilling. Join our team and make a difference for our customers and each other.

Additionally, we offer:

- Competitive base salary with a commission program
- Benefits and RRSP matching program after 3 months
- Flexible work arrangements with in-person and hybrid options
- A schedule of Monday to Friday shifts between 5 a.m. and 6 p.m. Overtime may be required occasionally.

### **The Experience and Qualifications We Are Looking For:**

- Minimum Education: Grade 12
- 2+ years of experience in sales or inside sales is an asset
- Proficiency in computer skills (Phone, Email, Outlook, Word, Excel)
- Experience with Salesforce is preferred

### **Key Responsibilities:**

- Ensures their work practices and interactions are aligned with and promote the corporate values at all times.



- Adheres to and defends the company's health and safety program, strengthening the safety culture in the workplace.
- Provide expert storage advice, quotes and information.
- Convert quotes to closed deals through the application of the BigSteelBox sales process.
- Proactively follow up with leads to ensure customer interest is maintained and closes sales are achieved.
- Consistently meet or exceed sales targets and KPI's set by the business.
- Give exemplary customer service to clients, drivers & suppliers.
- Close sales and achieve monthly and quarterly sales quotas.
- Provide timely follow-up of all phone calls & online inquiries.
- Attend and participate in monthly sales meetings.
- Attend weekly sales coaching meetings.
- Assist in all other store/Contact Center related duties as required.
- Maintain & file accurate paperwork, records, & reports.
- Maintain office space in an efficient & clean manner.
- Provide support to our yard supervisor/dispatch admin as needed (store roles only).
- Remain knowledgeable about BigSteelBox products and services.
- Demonstrate a positive work ethic, attitude & professional image to all

**Core Competencies:**

- Communication: Clear and consistent verbal and written communication
- Networking and Relationship Building: Effectively builds constructive, friendly, professional relationships with customers and colleagues
- Problem Solving - Uses logic and analytical methods to come to a realistic solution
- Results Orientation - Possesses the ability to focus on desired outcomes and how they are achieved
- Service Orientation - Provides superior service to both internal and external customers
- Teamwork - Works cooperatively and effectively with others to reach a common goal
- Participates actively in group activities, fostering a team environment

**How to Apply:**

We thank all applicants in advance; only those selected for an interview will be contacted. What Are You Waiting For? Go ahead and apply. It could be the best decision you make today!

No phone calls, please. We thank all applicants in advance; however, only those selected for an interview will be contacted.

For more information, visit [www.bigsteelbox.com/careers](http://www.bigsteelbox.com/careers).