



BECOME ONE OF OUR BEST ELEMENTS

Just as air, fire, water and earth are essential to life, a successful employer is essential to a satisfying career. **Air Liquide**, a global leader in gases for industry, health and the environment, is such an employer. We will value your expertise and creativity, and encourage you to become one of the best elements of our success. Join our team and share our pride in a job well done – you'll be in good company.

COORDINATOR, SATELLITE (INSIDE SALES) – OTTAWA – PERMANENT POSITION

An overview of the mandate

At the centre of your role as Coordinator, Satellite (Inside Sales) will be the coordination of sales activities and the generation of sales growth and profits for the Satellite business, developing and coaching the team and organizing training programs while promoting ALC's safety and quality objectives. Specifically, you will:

- cover existing customer territories and prospect potential customers, identifying and meeting customer requirements
- work with the Sales Manager to determine and implement local Satellite sales and profitability targets aligned with corporate objectives
- ensure the implementation of pricing and discount policies
- develop sales campaigns and support approved sales promotions from suppliers and in-house directives
- review sales reports for growth, trends, etc., identify non-profitable accounts and take corrective action as appropriate
- maintain Satellite's accounts receivable within targeted levels, working with the Administration Supervisor to ensure that the credit policy is followed by all, approving new credit applications, and facilitating A/R collection efforts
- work with the Supply Chain Supervisor to ensure efficient management of distribution, transportation and inventory levels
- ensure that all team members receive adequate training regarding sales techniques and strategies, the market and products available
- provide feedback and support to team members in meeting qualitative and quantitative objectives, and carry out performance evaluations
- ensure that appropriate corrective and preventive measures are in place to respond to customer complaints
- work with your own team and multi-functional teams to continuously improve work processes

Critical competencies for success

- Customer-oriented and service-driven, you are attentive to customer needs and requests, respect commitments made, and initiate new ideas to meet expectations.
- Persuasion, persistence and confidence guide your actions as a sales professional, making recommendations and decisions based on a complete analysis of facts.
- You are a proven leader and coach, concerned with people as much as with results, able to communicate clearly, obtain cooperation from others, establish performance criteria and resolve problems through listening and consultation.
- As a decision-maker, you usually consider all factors before making a decision, but are able to make quick decisions when necessary, and accept inherent risks or consequences.
- You are a skilled problem-solver, able to identify and analyze problem situations in a timely manner, highlight key issues, as well as develop and propose alternative, feasible solutions.

The ideal Coordinator, Satellite (Inside Sales) profile

- Post-secondary diploma or combination of studies and experience in cylinders, welding products and industrial products
- 5 years of related experience
- Quality System (ISO) training
- Knowledge of computer systems and MS Office software
- Written and oral communication and organizational skills
- French/English bilingualism

Discover the benefits of employment with Air Liquide

The reasons for joining Air Liquide Canada are many. We offer a competitive compensation and benefits package. We value technical expertise as much as managerial experience. We welcome and promote diversity in all its forms. And we offer a wide range of career paths in a wide variety of fields.

Air Liquide Canada adheres to an employment equity program and wants to create a stimulating and open workplace that fosters fairness, respect and diversity.