



Great Lakes Copper Ltd., a Company of Mueller Streamline, has an opportunity for a Customer Service and Inside Sales Representative.

Great Lakes Copper is a fully integrated copper tube mill producing a broad assortment of high-quality products, with particular strength in the large OD copper tube market, selling in both Canada and the States. We are based out of London, Ontario and have enjoyed servicing our clients for over 60 years. Great Lakes Copper Ltd. is the only fully integrated copper tube mill in Canada. We have a team to be proud of; a collaborative and productive community that also assists within our greater community.

Our 200k square foot manufacturing facility includes casting, extrusion, drawing, heat treatment, finishing, assembly and plastic extrusion operations. Our operations also include a 73k square foot distribution and light assembly operation in St. Thomas, Ontario. We have a solid track record and look forward to continued success.

The perfect job if you enjoy relationship building, dealing with a variety of people, and problem solving.

JOIN US as a Customer Service and Inside Sales Representative!

A Customer Service and Inside Sales Representative (CSR) is the primary contact for customers. On a regularly and recurring basis, our CSRs respond professionally to a variety of customer requests concerning orders, expected delivery time and the availability of our products. They provide solutions.

Our CSRs receive orders through email or EDI, then cross reference needs with the price list and input orders into Solar Soft. The CSR will provide information on price, our product and availability / lead time. Quote preparation in keeping with our costing, cross referencing information and maintaining a data base of details are all part of the job.

Our CSR works with the team to address pricing discrepancies, to find out more about availability and to review our inventory position on a day-to-day basis, or through weekly calls.

The position is also responsible for identifying new accounts and opportunities by initiating contact with potential customers via email and direct phone solicitation.

As a member of the sales and head office team, the Customer Service and Inside Sales Representative professionally communicates with other members of the sales team, customer service team, shipping personnel, operations personnel and our valued customers.

We provide:

- ✓ A great team environment – where people work collaboratively with one another.
- ✓ A great Pension Plan – participation starts at 3 months!
- ✓ Competitive wages
- ✓ A comprehensive medical, dental and insurance package
 - Available immediately!
 - Company pays full monthly premiums
- ✓ Family and Employee Assistance Program through a leading provider
- ✓ Educational Reimbursement Programs
- ✓ Social activities
- ✓ An opportunity to be part of a successful team, where people add value and are valued.
- ✓ The chance to grow and develop further.

Our Ideal candidate:

- Completed some post-secondary education; ideally in a business-related discipline.
- Brings a minimum of 3 years' experience successfully dealing with customer needs and representing the organization.
- Has a positive and service-oriented demeanor with proven experience working in a customer-centric position.
- Demonstrates high attention to detail along with the ability to maintain accurate records.
- Has successful experience maintaining and retrieving data for the use of providing information
- Can address customer customers' needs and concerns, in a professional and helpful manner.
- Has the ability to decipher customer needs and find solutions given our product availability, and retrieve necessary information.
- Knows when and how to elevate concerns, and is comfortable offering suggestion to his or her Manager.
- Takes pride in satisfying customers and contributing to the sales of our quality product.
- Is comfortable working with Microsoft Office, and has worked on an inventory management system.
- Has proven experience identifying leads / opportunities.
- Possesses strong communication skills, including the ability to reason, listen closely and offer suitable explanations
- Is able to work in an office environment, working a regular day shift. The times may vary slightly from time to time.
- Demonstrates the ability to professionally initiate calls to follow up and provide information.
- Is resourceful, and works well in both a team environment and independently.
- Works well independently , and is a positive team player.
- Will bring forward suggestions or updates relevant to purpose of his / her role, when necessary.
- Proficient in Microsoft Office email and demonstrated comfort extracting data and maintaining spreadsheets .
- Ability to speak French would be an asset

Position Reports to: Marketing and Customer Service Manager

Interested and qualified? We encourage you to apply by forwarding your resume to HR@glcopper.com, **with the position title in the subject line.** We appreciate all interest however only those chosen for an interview will be contacted.

Accommodations for job applicants with disabilities are available upon request during the interview process. To request accommodation during the recruitment process, please email Suzanne.Jaekel@glcopper.com or call (519)455-0770, ext. 285.