



Tucked away in British Columbia's fertile Fraser Valley, Rosstown Farms & Natural Foods is dedicated to providing the highest quality chicken and turkey products.

Farm-to-plate is our thing! As Western Canada's local premier poultry farm, we hatch, feed, grow and process organic, specialty, and value-added poultry products following the highest quality standards and animal welfare practices.

Come and join our flock! We are a fourth-generation family run business and our mission is to provide Canadian families with a trusted, local source of healthy, high-quality poultry products.

We are looking to hire for the role of a Sales Support Specialist. This role will report directly to the Director of Sales and will be based out of our head office in Abbotsford, BC.

Qualifications

- Minimum 5 years in a sales, marketing or coordinator customer service role preferably within a food warehouse / manufacturing setting
- Minimum high school diploma and ideally possess a bachelor's degree relating to Business / Sales
- Fluent in English (both written and verbal communication)
- Ability to quickly learn in-house ERP systems as well as being proficient with MS Office (Word, Outlook, Excel, PowerPoint)
- Experience directly leading or coaching cross functional teams

Skills

- **PASSION & DRIVE** - Actively engaged and continually seeking improvement by increasing efficiency and organization
- Detail-oriented with a high degree of follow through
- Strong analytical mind set complimented with a keen eye on attention to detail
- Able to build and maintain relationships both within our organization as well as with external vendors and customers
- **RESPECT** - We win as a team and this involves recognizing, understanding, and managing emotions while also being considerate and responsive to the emotions of others
- Ability to work in a fast-paced environment where it is necessary to prioritize and manage multiple ongoing activities

Core Responsibilities

- OWN THE RESULT by putting the customer first through sales support - order entry / logistics / inventory inquiries / pricing / quality control / credits / invoicing / product information
- Ensure customer inquiries are handled in a timely and professional fashion by establishing and communicating priorities to the relevant internal departments
- Liaise with various departments (Production, Shipping, Finance, and Management) to ensure 100% customer satisfaction
- Collaborate with senior sales staff to create and maintain sales reports and customer specific details (CRM Entry)
- Generate/update sales presentations for various customers as well as our corporate office
- Ad-hoc reporting, analysis, special projects, and other duties as assigned

Compensation Details:

- Full-Time / Permanent Employment
- Salary based on experience - \$57,000 to \$61,000
- Monday to Friday - day shift
- Full Benefits (Extended Health Care, Dental Care, Vision Care)
- Pension plan after 1 year of service (Equal Contribution from Rosstown)
- Employee Events (Summer Barbeque, Christmas Lunch, Diwali and many more!)
- Great deals on Fresh Poultry!
- Family-Orientated Culture and Environment