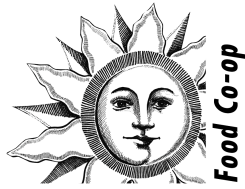


EMPLOYMENT OPPORTUNITY



Ontario Natural

**INSIDE SALES REPRESENTATIVE
SALES & MARKETING DEPARTMENT
ONE YEAR FULL-TIME CONTRACT
May 2010 – April 2011**

SUMMARY OF POSITION

Reporting to the Assistant Sales Manager, this position processes sales orders according to established procedures, policies and standards. Handles incoming calls from sales prospects. Strives to meet and exceed sales targets and provides customer service as required. Sells product using catalogue, case stacks, sales programs and flyers.

KEY RESPONSIBILITIES

- Monitor and inform customers of the availability of products, new pricing, promotions, flyers, case stack deals and offer possible substitutions to products ordered that are out of stock
- Build relationships to provide repeat business and excellent customer service
- Process sales orders, provide follow-through and work with other departments to ensure streamlined operations
- Obtain orders via email/fax by proactively making telephone sales calls.
- Inform customers of new products by explaining the benefits and features and encourage the customer to list products.
- Proactively create opportunities for new business with existing customers
- Call past customers and cold call new sales leads to generate sales
- Develop and provide a professional, friendly communication style with customers and ONFC staff
- Develop and maintain an organized work area and records
- Work with Operations Manager & Order Coordinator to ensure shipping requirements are fulfilled.
- Ensure that all expected orders for the day are accounted for.

QUALIFICATIONS

Prior telemarketing and/or sales experience preferred. Highly motivated with a desire to be successful. Competitive and committed attitude required. Good understanding of computer operations, preferably Microsoft Word and Excel, and possess the ability to learn new applications. Familiarity with order entry and invoicing would be an asset. Excellent customer service skills including the ability to deal with people in a professional, courteous and friendly manner is required. Excellent communication skills, both written and verbal. Attention to detail and effective time management and organizational skills are necessary. Proven ability to manage multiple relationships. Work effectively in a team environment and have a willingness to learn in a quickly changing industry. Familiarity with cooperatives and/or not-for-profit sector as well as an interest in organic and natural food would be beneficial. Must be flexible and available to work occasional weekends, as required. Preference will be given to bilingual candidates.

COMPENSATION

Competitive remuneration and benefits.

**INTERESTED APPLICANTS WILL SUBMIT THEIR RESUME AND COVER LETTER
QUOTING JOB # 0210INS
TO SHERI HOLUBEC, HUMAN RESOURCES OFFICER**

EMAIL: HR-dept@onfc.on.ca OR FAX: 905-507-2848;

Please note that only those candidates selected for an interview will be contacted.
Ontario Natural Food Co-op 5685 McLaughlin Rd. Mississauga, Ont. L5R 3K5