



Title: Customer Service Representative
Type: Regular-Full time
Location: Calgary, AB

Reporting to: Manager of Customer Service

Company Overview:

We deliver products and services that help power the energy needs of tomorrow.

CR Wall is the preferred supplier of measurement, regulation, operations and safety equipment and solutions for the Canadian Gas Energy Industry. Customers choose CR Wall because of the knowledge, experience and high-quality products we represent. Our commitment to innovation ensures our customers have access to the right products and solutions designed to improve performance, ensure safety, simplify training, reduce costs, protect the environment and enhance daily operations.

The basis of CR Wall's culture is to maintain a positive work environment, encourage professional growth, and promote the health & well-being of our employees. We believe that a positive attitude leads to great results, and we want those people.

We are looking for an extraordinary employee to join our growing team. This position fulfills the role of key contact to customers within their region. The Customer Service Representative will develop and foster new and existing relationships with customers as it relates to sales. Facilitating communication in all areas within the company is essential in looking after the customer's needs.

Responsibilities:

- Responding to customer inquiries
- Quoting customers
- Communicating with customers regarding repairs, and supplying pricing when completed
- Maintain excellent logs and conduct scheduled updates with the sales team
- Collaborate closely with and provide feedback to other team members to drive results and portfolio growth
- Demonstrate proficiency in using all appropriate systems, tools, and processes
- Perform other duties as assigned



Education:

- Post Secondary Education or Diploma in a technical field is ideal

Skills/Experience:

- Valve and Valve Maintenance (lubricants, sealants, fittings, pumps, etc.) experience is desired
- 3+ years of technical sales experience, experience within the oil and gas industry is preferred
- Ability to understand technical specifications and clearly communicate with customers
- Strong organizational skills
- Highly motivated, disciplined, energetic person, with passion and drive to ensure success
- Strong business acumen and relationship building skills
- Demonstrates proficient use of CRM & ERP applications (Salesforce & SAP experience is an asset)
- Results-driven individual who can build and maintain a good rapport with customers
- Must have a valid G driver's license with a clean driver's abstract
- Must have a clean criminal background
- Must have a valid passport and/or NEXUS

Apply today!

Online: <https://www.crwall.com/careers/>

Email: careers@crwall.com