

JOB POSTING

Shelley Automation Inc. is a leader in providing cutting edge automation products and solutions. We are looking for a candidate in our Marham office location to assist our current and potential markets with support of our products and applications. This is a customer service role where you will be directly involved with the customer.

This position will play a pivotal role in sales and pre-sales process, as the first point of interaction between customers and Shelley Automation. This person will assist with order expediting, maintaining open order reports, and working with shipping to pick and process rush orders. Duties will also include the placement of orders, quoting and any other customer queries.

Please submit resumes to info@shelley.com

KEY RESPONSIBILITIES

- ✓ SMC Pneumatic product knowledge would be an asset.
- ✓ Strong English communication skills, both written and verbal are an absolute must. Personable and professional with a knack for speaking to a wide variety of personalities.
- ✓ Must be a team player and able to work sales to support the customer.
- ✓ Comfortable presenting to audiences in a sales capacity, as well as providing product training and some technical support as necessary.
- ✓ Experience managing CRM platforms, updating platforms accurately and on time.
- ✓ Knowledge of the sales cycle, from beginning to end, able to contribute at every step along the way.
- ✓ Experience with Pneumatic systems is an asset.
- ✓ Must be self-directed and self-motivated; able to take daily assigned tasks and complete them with minimal direction or assistance.

SKILL REQUIREMENTS

- ✓ Must be bi-lingual (excellent French and English).
- ✓ Must be able to demonstrate excellent communication skills, both written & verbal.
- ✓ The ability to organize and manage multiple priorities.
- ✓ Problem analysis and problem resolution at a functional level.
- ✓ Strong customer orientation.
- ✓ Excellent interpersonal and communication skills.
- ✓ Superior Computer proficiency.

EDUCATIONAL REQUIREMENTS

- ✓ A Degree or Diploma in an Engineering field such as Automation, Mechatronics, EE, ME or equivalent is required.
- ✓ 3-5 years of customer experience is preferred