



Senior Sales Support Specialist Job Posting

Title: Sr. Sales Support Specialist
Reports to: Sales Director, Canada
Start Date: asap
Education Level: Degree in Business or equivalent experience.
Location: West 50B Caldari Road, Concord, ON, L4K4N8
Send Resume to: Human Resource Manager: cyip@mirion.com
Working Hours: Full-Time (40 hours per week)
Status: Permanent

Job Summary:

The Sr. Sales Support Specialist plays a vital role in supporting the sales organization by handling all inside sales support responsibilities. The primary focus of this position is to answer incoming customer inquiries (via email, calls, and other channels), provide product recommendations and pricing, prepare product quotations and formal RFQs/RFPs, ensure that sales processes are followed, and maintain data quality in both ERP and CRM systems. As an integral part of the sales team, this individual also works collaboratively to drive customer engagement, foster relationships, and optimize sales processes. This role involves generating orders, meeting targets, managing a pipeline of opportunities, and growing accounts.

Core Duties/Responsibilities:

- Prepare necessary documentation for sales processes, including quotations, contracts, and proposals, in alignment with organizational guidelines
- Work closely with the sales team, providing essential support to ensure smooth operations, addressing their inquiries, and facilitating effective communication
- Respond promptly to customer inquiries, providing information, resolving issues, and maintaining a high level of customer satisfaction. Probe customer for technical needs and requirements during lead qualification.
- Maintain and update sales databases (CRM), ensuring accuracy and completeness for effective reporting and analysis
- Process and coordinate flow of orders; provide information on orders status and delivery.
- Build and maintain strong relationships with clients, ensuring their needs and expectations are met consistently
- Develop and execute sales strategies to meet and exceed established targets, contributing to overall revenue goals
- Continuously review and enhance sales processes to improve efficiency and effectiveness
- Collaborate with other departments such as marketing, application support group, customer support and others to ensure alignment in overall business objectives
- Participate in and lead training sessions for the sales team, ensuring continuous skill development and product knowledge
- Participate in relevant committees or working groups to contribute insights and coordinate efforts across the organization. improvement initiatives across the organization
- Work cross-functionally to address, ensure, and enhance customer support and experience across the business
- Ensure timely and accurate communication with other departments with regards to all specifications, delivery requirements and expectations from the customer.
- Provide support to Customers, Account Managers and Field personnel regarding order status and customer requirements.
- Proactively identify, implement, and participate in Lean initiatives, continuous improvement, including programs such as Kaizen events, 5S, KPI boards, and visual controls for the department.
- Attend meetings as required – production, customer, special projects, etc.
- Assist in maintaining or creating procedures within the department.



- Work closely with other departments in the Company.
- Maintain confidentiality of the Company's documentation e.g. customer lists, costing data, etc.
- Perform other duties as assigned.

Skill/Knowledge & Other Requirements:

- 3-5 years of Customer Service experience preferably in a manufacturing environment or technical field.
- Associate Degree in Business or equivalent experience.
- Prior experience in pricing strategies and quotations.
- Strong computer skills in the Windows environment and Microsoft Office.
- Exceptional oral and written communication skills to communicate effectively with all levels within the organization and with external stakeholders.
- Knowledge of a sales/order entry system (SAP).
- Knowledge of Sales Force/Service Max.
- Excellent math and problem-solving skills.
- Basic knowledge of transfer pricing and accounting concepts.
- Knowledge of domestic/international business community.
- Able to handle multiple tasks with attention to detail.
- Strong writing skills for creating reports, correspondence, requests, and other documentation.
- Good organizational skills are required to plan and coordinate activities and ensure that work is completed accurately on a timely manner.
- Excellent interpersonal skills to communicate effectively and clearly with suppliers, employees and management.
- Exceptional planning ability with strong analytical and interpretive skills.
- Able to build and maintain relationships with corporate departments and externally.
- Able to work efficiently as a part of a team as well as independently.
- Excellent time management skills.

Other Skills/Knowledge:

- Experience working in the nuclear industry or in electronics.
- Experience with Lean concepts.
- Must possess a high level of moral judgment for handling confidential information and monetary transactions.
- Strong conflict resolution skills.
- Effective attention to detail and a high degree of accuracy.
- Strong work ethic and positive team attitude.
- Sound organizational, problem solving, analytical thinking, planning, prioritization, and execution skills.
- Ability to make decisions and multi-task.
- Excellent teamwork and team building skills.
- Experience with agency compliance requirements (UL, CSA, CE).
- Knowledge of French.

Mirion Technologies (Canberra CA) Ltd. is in compliant with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. We are an equal opportunity employer that is committed in providing accommodations for applicants with disabilities upon request at any stage of the recruitment process. Please advise the Human Resources Department of any accommodations you may need during the recruitment process.

