Welcome to Igloo Building Supplies Group Ltd.

Igloo Building Supplies Group Ltd. is the Northern Industry Leader, serving the Canadian Arctic market for over 65 years. We provide turnkey supply-chain, crating, packaging, marshalling and logistic services to our clients. Our Igloo team strives to provide excellent customer service support along every step of the way, by planning and paying attention to every detail.

Position: Client Specialist

Location: Long Sault, ON
Department: Sales
Reports To: Sales Manager

Job Description

A Client Specialist is someone who enjoys working in a fast-paced team environment, is detail orientated, possesses an impeccable work ethic, has strong analytical skills, strong written and verbal communication skills, and strong computer skills. This full-time role entails representing the company by selling building materials and other supplies to contractors, individuals, and bidding on government tenders.

Duties & Responsibilities

- Previous experience in construction materials, building products, doors, windows, hardware, or building systems sales would be considered an asset.
- Develop and maintain strong relationships with contractors, builders, government agencies, Indigenous organizations, and commercial customers.
- Identify customer requirements and recommend appropriate building materials, hardware, doors, windows, and related construction products.
- Prepare detailed material take-offs and project quotations from construction drawings, specifications, and tender documents.
- Follow up on quotations, bids, and customer inquiries to maximize sales opportunities and conversion rates.
- Coordinate with suppliers and the Purchasing Department to source products, obtain pricing, and confirm product availability.
- Monitor order status and proactively communicate updates, delays, and delivery schedules to customers.

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- Assist customers with product selection, substitutions, and value-engineering solutions to meet project budgets and timelines.
- Support Sealift and seasonal project planning by ensuring orders are complete, accurate, and submitted within required deadlines.
- Maintain accurate customer records, quotations, and sales activity within company systems.
- Resolve customer concerns, product shortages, freight issues, and service-related inquiries in a professional and timely manner.
- Review contracts, purchase orders, and tender requirements to ensure compliance with customer specifications.
- Collaborate with Operations to coordinate shipping, logistics, and documentation for customer orders.
- Stay informed on industry trends, new products, supplier offerings, and market opportunities.
- Participate in trade shows, customer visits, job fairs, industry events, and business development activities as required.
- Achieve individual sales targets and contribute to departmental revenue and growth objectives.
- Promote Igloo's full range of products and services, including packaging, crating, marshalling, logistics, and supply-chain solutions.
- Assist with the preparation and submission of government tenders, requests for quotations (RFQs), and requests for proposals (RFPs).
- Maintain a high level of product knowledge regarding construction materials, building systems, doors, windows, hardware, and related products.
- Support digital customer engagement activities, including website inquiries, online quote requests, and customer communications.
- Ensure compliance with company policies, health and safety standards, and customer service expectations.

Qualifications and Skills:

- Strong prioritization and organization skills.
- Excellent customer service skills.
- Outgoing and willing to work extra hours.
- Must be able to work in a fast-paced environment with strict timelines.
- Ability to work autonomously.
- Clear and concise communicator.
- Proficient at using Microsoft 365.
- Understanding construction blueprints would be an asset.
- Team player.

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Working Conditions:

- Full-time position with regular business hours.
- Occasional travel may be required to attend trade shows.
- Overtime may be required based on order volume and Sealift deadlines.

We offer on-the-job training, competitive pay, benefits, and opportunities for growth. If you are a motivated individual looking for a rewarding role, apply today!

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