

*Penner Farm Services, the leading providers of livestock equipment, supplies, and services in Western Canada is currently looking for a **Customer Service Representative** for our **Brandon, MB** location.*

JOB DESCRIPTION

- Providing prompt, friendly, professional service for in-store customers and over the phone enquiries demonstrating excellent product knowledge and successfully closing sales;
- Expediting the resolution of customer queries and problems to maximize satisfaction;
- Initiating sales conversations with existing and potential customers; generating and following up on leads via telephone, email;
- Performing cost-benefit and needs analysis of existing and potential customers and educating them on products and services that can benefit them financially and serve their needs;
- Monitoring industry competitors and market conditions to understand customer needs;
- Researching and sharing knowledge with customers on new product developments, existing parts and related components with a focus to converting conversations into sales;
- Attending meetings, sales events and appropriate training as required;
- Invoicing, preparing products for orders, loading/unloading product for transportation services, and maintaining a clean and professional store front.
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REQUIRED SKILLS

- Grade 12 education or GED equivalent; post-secondary education in sales and/or marketing is an asset;
- Previous experience & knowledge of agricultural equipment, industry & environments;
- 2 years' experience in a sales or tele-sales capacity;
- Excellent interpersonal skills with a focus on building rapport and customer retention;
- Proficient working knowledge of Microsoft Office programs such as Outlook, Word and Excel;
- Highly self-motivated and capable of working independently;
- Attention to detail, well organized and superior time management skills;
- Excellent listening skills;
- Strong desire for customer satisfaction & drive to attract new customers.

Penner Farm Services Ltd offers a competitive wage, health and dental benefits and a profit-sharing plan.
We offer an excellent work environment with opportunities for development and advancement.

If you are interested in this position and meet the above criteria, please submit your resume in confidence to careers@pennerfarmservice.com by March 26, 2021.

We thank all applicants, however, only those under consideration will be contacted.

DESIGN-BUILD

SERVICE

EQUIPMENT

SUPPLY