

BigRig Group has a unique business portfolio that fulfills all trucking needs under one roof, making it one of its own kind in the industry. BigRig Group is an end-to-end transportation solution provider in Western Canada. We have designed distinctive business models to cater to every type of trucking requirement. Big Rig Group consists of three core businesses - Big Rig Trailers and leasing - a licensed distributor for trailers. BigRig Tires & Services is the fastest growing distributor of commercial, industrial, and agricultural tires. BigRig Partz is the OE & OEM aftermarket parts supplier for commercial vehicles. The comprehensive inventory covers all makes & models from 100+ brands to cater to every demand of commercial vehicle.

We are currently looking for a full time Inside Sales Associate to join our Tire Sales Department. As part of the front-line staff, the Inside Sales Associate is responsible for ensuring that all customers have an exceptional experience.

Job Responsibilities:

- Assists members in determining tire needs, answers question and makes product recommendations. Sells tires using persuasive skills and product knowledge.
- Handling the phone line including answering all incoming calls, handle all members inquiries and providing price quotes.
- Sharing product knowledge and technical expertise with the customers to build existing and new business
- Finalizing sales and completing customer follow up to determine their satisfaction level with the service received
- Scheduling customer appointments for tire and mechanical service
- Recommending tire service, specialty tire service, wheel and mechanical service to customers
- Ensuring that all products are billed accurately to the customer

Job Requirements:

- Previous experience as a Inside Sales Rep, Service Advisor or Commercial/ Heavy Duty Tire Technician
- Maintaining a valid driver's license and a satisfactory driver's abstract are conditions of employment
- Excellent customer service and time management skills
- Strong interpersonal skills with the ability to work as a team

- Ability to handle multiple customers at the same time in a respectful manner.
- Ability to work well under pressure in a fast paced, ever changing and high-volume environment
- Well versed with MS Office Suite and must have ability to learn new softwares quickly.