

JOB TITLE: Sales Coach

LOCATION: Kelowna

Salary Range: \$64,000 – \$74,000 + commission plan

APPLICATION SUBMISSION DEADLINE: Open until filled

Are you passionate about sales and customer experience? Do you have a knack for coaching others to reach their full potential?

We are looking for a **Sales Coach** to join our Contact Center team at our Kelowna Support Office. In this role, you'll play a vital part in mentoring our Storage Consultants, helping them grow their sales skills, and ensuring our customers receive the best possible experience.

At BigSteelBox, you'll be part of a company that truly cares—about our people, our customers, and our communities. We offer a competitive base salary, commission plan, and comprehensive health and dental benefits. Salary is dependent on experience. Benefits and a matching RRSP program are provided after 3 months. You'll also join a supportive and collaborative team that's driven to make a positive impact.

We are proud to be certified as a **Great Place to Work**®! This recognition is awarded following a thorough, independent analysis conducted by the Great Place to Work Institute Canada. It's based on direct feedback from employees through an extensive and anonymous survey about their workplace experience.

This is a fantastic opportunity for someone who thrives on developing others, driving results, and contributing to a people-focused culture.


What makes BigSteelBox unique? Visit our website to learn more about our core values and what drives our BigSteelBox family.

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- Minimum Education: Grade 12, post-secondary education preferred, but relevant experience will be considered
- 1 or more years of direct work experience in sales/telesales or 1 year of outside sales experience
- Experience and understanding of the Sandler Training sales process is required
- Supervisory experience is an asset but not required
- Excellent computer and communication skills: Genesys, Salesloft, Outlook, Powerpoint, Word, & Excel

PRIMARY RESPONSIBILITIES:


- Receive a small number of phone calls to remain current, as well as help the contact center when call volumes are too high or there is a staff shortage
- Attend all Sales process meetings and training

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- Be well versed in and able to coach to product/service features and benefits, quote prices, discuss credit terms, and prepare sales order forms/reports
 - Be a leader in the understanding of the process and financial systems needed to execute on a call
 - Listen to and evaluate phone calls received by Call Takers
 - Coach all call takers on operational and sales processes
 - Make outbound follow-up calls to existing customers to survey them on the quality of our call-taking
 - Collaborate with Management and Call Takers to determine necessary strategic sales approaches
 - Prepares new representatives by conducting orientation to the sales process, developing individual coaching plans, and providing resources and assistance when needed.
 - Prepare and lead monthly sales meetings in collaboration with Contact Center Manager and Supervisor

REQUIRED SKILLS/CORE COMPETENCIES:

- **Networking and Relationship Building** - Networks and build working relationships to respond to current and future needs.
- **Business Acumen** - Analyzes complex issues to develop approaches or solutions that are considered forward-thinking and best practice.
- **Communication** - Adapts communication to respond to an audience or situational requirements
- **Teamwork** - Encourages others to participate in team activities and ensures teams are working effectively
- **Leadership** - Builds on the strengths of the workplace and reduces internal weaknesses through training and development.
- **Learning & Innovation** - Continually learning and always generating ideas for innovative approaches to solve problems and how to create a competitive advantage for the business unit
- **Negotiation** - Includes organizational needs and initiatives to develop solutions that build momentum
- **Drive for Results** - Demonstrates a focus on finishing all tasks assigned in a timely manner while taking complete ownership of tasks
- **Sales Process** – A demonstrated understanding and consistent use within your role.
- **Decision Making** - Recognizes situations and examines facts to develop clear steps and solid assumptions
- **Analytical Thinking** - Evaluates, interprets, and analyses critical, complex information
- **Customer Orientation** - Ensures that own and direct reports activities focus on meeting customer needs.
- **Accountability** - Takes personal ownership and responsibility for the quality and timeliness of work
- **Adaptability** - Adapts and responds to changing conditions, priorities, technologies, and requirements
- **Planning and Organizing** - Accurately estimate duration and level of difficulty of tasks and projects, setting out goals and objectives and work plans to complete.



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- **Service Orientation** - Provides superior service to both internal and external customers.

We thank all applicants in advance. However, only those selected for an interview will be contacted.