



Vigil (part of ASSA ABLOY Global Solutions Senior Care) is dedicated to improving seniors' quality of life through creative technology. We develop, manufacture and sell sophisticated electronic locking, resident monitoring and emergency call technologies throughout North America. Ours is a fast-paced environment where hard work, initiative, teamwork and flexibility are prized, and we are looking for a like minded individual to fill a key role in our Company. We have a collaborative, open door culture based on trust where new ideas are welcome.

If you have a strong work ethic and are looking to make a difference and feel appreciated, we would invite you to join our team.

Interested? Send your resume and cover letter to hr@vigil.com

Here are the specifics about the job:

Job Title: Order Entry Specialist
and Administrative Support **Location:** Victoria

Reporting To: Head of Senior Care
North America **Travel:** Limited

Education/Training

- Post Secondary Education or equivalent education and experience is an asset

Experience:

- 1-2 years experience in an office environment
- 1-2 years experience in a customer service/order entry environment an asset
- Sales courses/training an asset

Skills/Competencies:

- Exceptional customer service skills and pleasant phone manner
- Communicate effectively; establish and maintain effective working relationships
- Interact with employees, and the public in a helpful, courteous, friendly and professional manner
- Consistent attention to detail and highly organized providing timely, accurate and complete information
- Ability to analyze situations accurately and take appropriate action
- Able to work independently with minimum supervision
- Effectively work under pressure to meet various deadlines
- Flexible and adaptable with a thirst for knowledge, strong technical/technology skills an asset

- Proficient in Windows O/S, Microsoft Office including MS Word and Excel.
- Familiarity with ERP systems or similar is an asset

Responsibilities:

Inside Sales and Sales Support

- Process one off orders received from existing customers by telephone, email and facsimile
- Invoice all one-off sales
- Work with shipping, manufacturing, and operations to ensure superior customer service and timely, accurate delivery of over \$2 million dollars in sales
- Oversee web store and oversee web orders
- Work with sales to manage software and maintenance contracting including Gold Plan
- Work with sales to process Vigil Mobile and Vigil View agreed order forms
- Process product returns (RMA requests) from existing customers
- Communicate any customer concerns or suggestions to management
- Back up one off drop shipments. Thorough understanding of purchasing for drop shipments. Including creating purchase orders (POs) using the company's MRP/ ERP system, submitting POs to vendor and ensuring expected delivery dates communicated to customer
- Assist in execution of sales and marketing plan
- Fielding of general sales related questions and forward to appropriate sales representative
- Collate, ship and follow up on sales/marketing packages
- Operate C.R.M. database (Salesforce.com)
- Other tasks as assigned

Administrative and Accounting Support

- Answer all incoming telephone calls, respond to sales calls, manage distribution of technical support calls to various support staff and disseminate all others as appropriate
- Manage, organize and distribute incoming and outgoing mail
- Work with corporate travel agency to manage travel bookings, including flights, hotels and car rentals
- Organize/plan social events
- Complete electronic bank deposits
- Match payments to invoices
- Track aged receivable and send out reminders by email
- Other duties as assigned

Accounting (Back Up)

- Monitor Accounts Receivable email
- Notify customers when they have outstanding invoices that exceed 45 days
- Notify customers when they are about to be put on credit hold due to outstanding invoices over 60 days past due
- Processing and posting drop ship and regular invoices in ERP
- Visa reconciliation
- Weekly Cheque Run