



LOCK-BLOCK LTD.

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Customer Service & Sales Coordinator

ABOUT THE OPPORTUNITY

You'll be working for a Richmond, BC based dynamic concrete recycling and manufacturing company in a small and an open office environment. We pride ourselves for our innovative products, inclusive organizational culture, good employee engagement rates, distinct company values, and broad career prospects.

The ideal candidate should be very organized, have a positive attitude, is highly adaptable and is willing and able to take on a variety of tasks. If you are willing to work in a casual work environment, have a can-do attitude, excellent communication skills, good interpersonal skills, and attention to detail, then this position of Customer Service and Sales Coordinator is your calling!

WHAT YOU WILL GET TO DO...

FREIGHT COORDINATOR FUNCTIONS

- Filling out delivery receipts, taking payments, communicating with the Loader operators in the back when a truck is coming to pick up blocks
- Arranging freight delivery
- Arranging pick-up times

CUSTOMER SERVICE FUNCTIONS

- Providing scale house coverage when needed
- Answering phone calls and directing the caller to the appropriate employees
- Greeting visitors and customers
- Preparing the coffee station each morning
- Keeping track of grocery supplies such as coffee, sugar, paper towels etc.
- Placing office and yard supply orders as needed or when requested

- Receiving deliveries and ensuring the items ordered are accurate
- Entering sales invoices into QuickBooks
- Entering inventory numbers into QuickBooks
- Maintaining the Company's social media platforms for marketing purposes
- Notifying customers about holiday closures
- Other general office administrative duties
- Other duties as assigned by management

SALES FUNCTIONS

- Managing a small portfolio of customers
- Managing walk-in customer orders and payments
- Make cold calls and follow-ups daily to generate new leads
- Actively promote and up-sell products and services to new and existing customers
- Respond to inquiries about products and services
- Provide estimates, confirm order quotes, and fulfill client orders

WHAT WE ARE LOOKING FOR...

- Fluent in written and spoken English
- High attention to detail
- Friendly and positive attitude
- Exceptional organizational and multi-tasking skills
- Must be a team player and work well with others in a professional manner
- Should have knowledge of the geography of Metro Vancouver and the Fraser Valley
- Experience in the Construction industry is a big Asset!
- Reception or customer service experience
- Experience handling payment transactions
- Excellent Computer Skills: Proficient in MS Office (including Word, Excel, Outlook, PowerPoint) and willing to learn other programs such as Salesforce and QuickBooks. Experience using QuickBooks is an asset!
- Experience in using social media and other communication channels for marketing and promotional purposes is also a big asset

WE ARE...

Lock-Block Ltd. is a fast-moving, diverse, team-driven, performance-oriented, innovative player that has revolutionized the construction industry by introducing several new construction systems.

For over 38 years, Lock-Block Ltd. has been a leader in several construction markets, such as retaining wall modules, concrete recycling, and highway barriers.

The Lock-Block Ltd. manufacturing facility encompassing several divisions (Concrete Plant, Aggregate Plant, Fabrications, and maintenance shops, etc.) is one of the most extensive concrete facilities in the lower mainland, BC.

For more information, please visit our website, www.lockblock.com

Job Status: Full-time, Permanent

Work Hours: Mon-Fri; occasional afternoon and Saturday shifts when needed for the Scale House

Compensation: We offer a competitive compensation package including commission and benefits such as Medical, Extended Health, Dental, Employee Assistance and Travel Insurance.

Please apply with your resume to hr@lockblock.com indicating **Customer Service and Sales Coordinator** in the subject line. We thank all candidates who apply; only those selected for an interview will be contacted.