

January 30, 2019

[Okanagan Hockey Group](#) (OHG) is looking for a Customer Service/Sales Coordinator at their location in Penticton, British Columbia. OHG was established in 1963 with Hockey Camp Operations and started the Okanagan Hockey Academy in 2002. It operates hockey academies, camps and combines testing in North America and Europe.

The **Customer Service/Sales Coordinator** reports to the VP - Camps, Combines and Marketing.

#### Primary responsibilities

- Communicates with customers in person and on the phone
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Processing sales transactions and payments
- Answering, composing and forwarding emails
- Data input and processing

#### Qualifications

- Post-secondary education in Business Administration preferred
- Pass a Criminal Record Check
- Proven inside sales experience
- Exceptional customer service skills
- Track record of over-achieving quota
- Strong phone presence and customer service
- Experience working with Active or similar CRM
- Excellent verbal and written communications skills
- Strong listening and presentation skills
- Strong computer skills including Microsoft Office, video and LAN networks
- Ability to multi-task, prioritize, problem solve and manage time effectively

#### Application Process

To apply for this position submit resume and covering letter before February 13, 2019 to Sandy Bergum at [sandybergum@okanaganhockey.com](mailto:sandybergum@okanaganhockey.com). Only candidates that are shortlisted will be contacted.

