



## **INTERNAL SALES AND CUSTOMER EXPERIENCE COORDINATOR**

Do you want to help build an innovative company that develops a disruptive technology? You don't save your efforts to achieve the expected results? You are autonomous, focused on results and you want to be in charge an exciting project? We are currently seeking a **INTERNAL SALES AND CUSTOMER EXPERIENCE COORDINATOR** to help support the growth of our Sales division.

B-TEMIA Inc. is an emerging technology company that develops and commercializes cutting edge devices to improve mobility and human performance (Human Augmentation Systems), with applications in medical and commercial fields. B-Temia owns a patented technology called Dermoskeleton<sup>MC</sup>, that provides users with a motorized mechanical support to restore, maintain or increase their mobility abilities. B-TEMIA aims at becoming a leader in the fast-growing market of human augmentation by building of a world-class team, and leveraging best practises and bold innovations.

### **YOUR MANDATE**

Based in our offices located at 4780 St-Félix Street, Suite 105 at St-Augustin-De-Desmaures, you will be responsible of applying the complete Canadian sales process and providing support and follow up to our present and future clients. To do so, you will work in close collaboration with the Sales Director.

### **More precisely, you will take charge of the following operations:**

- Internal sales
  - Welcome the potential customers and ensure the follow up (by phone or e-mail)
  - Target and meet the needs of the customers
  - Coordinate the evaluation and the trial periods
  - Prepare the quotations and manage the Canadian sales transactions
  - Work on sales outside Canada with our distributors and sales agents
  - Update our website and our social media accounts
  
- Customer Experience
  - Ensure the follow-up and coordinate all the activities related to sales
  - Maintain and update the customers database
  - Manage warranty and maintenance programs
  - Meet the needs of the customers and the customer service
  - Solve issues related to service, logistics and billing
  - Update the data in our ERP application

## **PROFILE**

### **Training and Experience**

- At least 5 years of experience in a similar position, ideally in the technologies or medical devices field

### **Knowledge and Skills**

- Abilities for sales and excellent customer service
- Good abilities to communicate and negotiate
- Great ability to learn in a high level technological and medical sector
- Excellent knowledge of commonly used computer software (Word, Excel, Power Point, Excel)
- Ability to use and to learn using web tools
- **Experience in a medical or clinical field is an asset**
- Demonstrated ability to perform a variety of tasks simultaneously and to deliver the expected results, good resistance to stress and great ability to manage priorities
- Excellent communication skills in French and English, both orally and in writing

### **Personal Skills**

- Very professional approach to represent the company properly
- Performance-oriented: high standards, fast, focused on results
- Personal leadership, responsible, self-critical, autonomous and resourceful
- Good judgment and instinct
- Excellent interpersonal relationships skills and great ability to work in a team
- Willing to participate to the collective success
- Flexibility and great ability to adapt in a dynamic and growing environment

If you are interested in this position, please send your application to [career@b-temia.com](mailto:career@b-temia.com).

*Note: Only candidates selected for an interview will be contacted.*

B-Temia Inc. complies with Employment Equity Act.