



RGO

SALES & ORDER COORDINATOR

FURNITURE

Position Type: Full-time, Permanent

Location: Edmonton, AB

ABOUT RGO

Creating places that help people work, learn, heal, age, play, be inspired, and accomplish more.

RGO is a privately held business in Calgary, Canmore, and Edmonton. We were founded in 1966 in Calgary with roots selling typewriters! Now, RGO is proud to be 5 decades strong and growing. We have since grown to be the largest dealership in Western Canada, offering total interior solutions with the broadest selection of Furniture, Window Coverings, Flooring, Technologies, Architectural Solutions, Moves, and Storage Management.

We believe space matters, and we want our clients to efficiently operate a modern space, whether it's a 40-storey tower, a public institution, education, healthcare, or a dazzling corporate showpiece. As an Albertan company with a reputation for hands-on service and dedication to quality, we are looking for an individual who aligns with our core values to create great work experiences for our clients, partners, and people.

THE OPPORTUNITY

Get to join the RGO team that has been recognized as the Best Workplace in Alberta at one of Canada's Best Managed Companies by joining us as a **Sales & Order Coordinator** in our Design & Sales Support department. Reporting to the Manager of Design & Sales Support, the successful candidate will be a customer service function that is an integral part of the account relationship with RGO's clients. The position focuses on maximizing productivity, efficiency and professionalism of the sales operation at RGO through maintenance and development of processes and documents that aid in our sales efforts.

WHAT YOU WILL DO

- Receives requests for information / quotations from clients or from other RGO personnel, ensures accuracy in specification and price
- Uses various sources (manufacturer websites, specification guides, and internal / external contacts) to determine the quotation information required. Builds the quotation in the business system (Hedberg) and relays pertinent order information to the client.
- General assistance to manager and sales team including client surveying, database updating, proposal support, documentation back up and support, etc.
- Able to assist in retail selling activities and qualifies the scope of larger opportunities
- Conduct searches on RFP posting web sites for eligible projects
- Maintains inbound and outbound client communication in a timely manner.
- Responsive to customer inquiries, requests for information and / or quotations, problem resolutions, etc.
- Review and proof orders for basic information to ensure accuracy and completeness
- Credits/invoice revisions for customers as required, create pro forma invoices as needed
- Take payments from clients for invoices
- Search, verify or create customer data and Site IDs

WHAT YOU WILL BRING

- 5+ years related experience
- Post-Secondary Education in a related field
- Self-motivated, action oriented and detail focused
- Ability to communicate effectively verbally and in written form
- Able to overcome obstacles to complete tasks

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- Flexibility and adaptability, take on new challenges on a regular basis
- High degree of multi-tasking items that vary in length over hours, days or weeks
- Analytical, selling, mathematical, communication and organization skills are required
- High level of customer service
- Responsible with confidential information
- High level of computer skills in handling Microsoft Office, ability to learn a business system (Hedberg)

PERKS & BENEFITS

- Flexible work environment
- Comprehensive benefits including RRSP matching
- Performance based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- Fitness subsidy
- On-site parking

To apply, please submit your application to careers@rgo.ca. We appreciate the interest of all applicants and candidates for consideration will be contacted.

APPLY NOW