

Bilingual Inside Sales Specialist, Graphic Communication Division

Job Location: 600 Suffolk Court, Mississauga, ON

Work Arrangement: Hybrid

Position Type: Full Time Permanent

Position Summary:

The Inside Sales Specialist is responsible for initiating, developing, and closing sales opportunities with existing customers by building strong relationships and providing superior customer service. Sales activities include finding net new leads, recovery of lost accounts/opportunities, and cross- and up-selling of Fujifilm products with an emphasis on consumables including lithographic plates, pressroom chemistry and inks. in assigned accounts. Additionally, this position will work closely with members of the Sales team including Fujifilm Sales Managers (FSM), and Product Specialists to provide support to achieve sales targets.

This position will be required to communicate with customers in both English and French, and offers the flexibility of a hybrid work arrangement.

Position Responsibilities:

- Grow revenue and margin of assigned account base through increasing volume of existing product purchases and establishing new sales revenue.
- Conduct outbound sales activities to engage potential customers, build rapport, and understand their needs and challenges.
- Maintain an effective business relationship with assigned key customers and prospects, positioning Fujifilm as a valued business partner.
- Effectively communicate the features, benefits, and value propositions of Fujifilm products to prospective customers.
- Identify opportunities for sales of additional products or services and support the FSM in developing leads.
- Work with FSM to monitor business activity and competitors within assigned accounts.

- Proactively prospect and generate leads to expand the customer base.
- Qualify leads by assessing their requirements, budget, timeline, and decision-making process to determine sales readiness.
- Collaborate with FSM to strategize and execute sales plans, target key accounts, and achieve sales targets.
- Utilize Salesforce to track customer interactions, update account information, and generate sales reports.
- Provide exceptional customer service and support to existing clients, addressing inquiries, resolving issues, and ensuring satisfaction.
- Stay updated on industry trends, market developments, and competitor activities to identify new opportunities and maintain a competitive edge.
- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails.
- Maintain existing assigned customer account base by frequent and consistent outbound communication, updating key customer information and looking for opportunities to cross and up-sell.

Skills / Education:

- 3-5 years of experience in customer service, sales support, or inside sales role.
- Previous experience working in Lithographic Printing is a strong asset.
- Bilingualism in French and English is required in this position.
- Excellent verbal and written communication skills in both English and French.
- Highly motivated self-starter.
- Strong customer management and follow-up skills.
- Problem solving, conflict resolution, and negotiation skills.
- Proficient in CRM software and other sales tools.
- Intermediate knowledge of Microsoft applications including Excel, Word, Outlook, and PowerPoint.

FUJIFILM is committed to fair and equitable recruiting practices in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Persons with disabilities are encouraged

to come forward at any stage in the recruitment process to request accommodation, if needed. Members of our team will consult and create processes that provide individuals with disabilities the best possible recruitment experience.

Interested candidates can apply by visiting [Careers | Fujifilm \[Canada\]](#).