

ACIC is looking for a Customer Service / Inside Sales Representative, for their Head Office in Brantford, Ontario. Some travel will be required to attend trade shows. This position could be a precursor to an International Sales Position within the company

**Key Responsibilities and Duties:**

- Liaise with customers and suppliers as required
- Enter incoming customer inquiries into Database
- Maintain organized files for Corporate Sales and suppliers
- Correspond with suppliers and customers – i.e. answer questions, provide documentation, etc.
- Track history / project management
- Assist with preparing reports
- Receive and send courier shipments to customers
- Handle various company agreements
- Perform market research for our new products
- Process orders as requested
- Perform general administrative tasks and provide support to department as required

**Required Skills and Experience:**

- Post-Secondary Education in Business or equivalent (preferably in Chemistry)
- Strong computer skills and knowledge – MS Office Suite, CRM Database, Internet etc.
- Self-motivated and well-organized; must be able to multi-task
- Ability to work under pressure and to meet deadlines
- Excellent verbal and written communication skills
- Fluency in French is an asset
- Knowledge of pharmaceuticals/API industry would be preferred

*We thank all applicants, however only those under consideration will be contacted. No phone calls please*