PRECIKAM
MEDICAL DEVICE MANUFACTURER

SALES SUPPORT

CONTRACT PERIOD: DECEMBER 14, 2026 TO MARCH 3, 2028

SUMMARY OF FUNCTION:
Sales Support provides administrative and operational support to the Business Development team to ensure effective management of customer relationships, sales opportunities, quotations, and sales reporting activities.
The incumbent maintains customer information within the CRM system, coordinates customer communications and meetings, prepares sales documentation, and assists with business development initiatives. The role serves as an important link between customers and internal departments, ensuring professional and responsive customer experience while supporting company growth objectives.

MAJOR DUTIES AND RESPONSIBILITIES:

- Maintain accurate customer, prospect, and project information within the CRM system.
- Prepare and distribute quotations, sales presentations, customer correspondence, and supporting documentation.
- Coordinate customer meetings, visits, conference calls, and follow-up activities.
- Track sales opportunities and provide regular pipeline status updates.
- Support customer onboarding activities and new project launch coordination.
- Assist with market research, lead generation activities, and prospect tracking.
- Coordinate communication between customers and internal departments including Operations, Quality, Engineering, and Finance.
- Generate sales reports and maintain accurate business development records.
- Monitor customer requests and ensure timely responses and follow-up actions.
- Maintain confidentiality of customer and company information.
- Support preparation of customer review meetings and management presentations.
- Participate in training sessions and meetings as required.
- Promote a safe and respectful work environment by following established company policies and procedures.
- Be aware of, understand, and adhere to the company's core values of Respect, Action, Precision, and Significance.
- Know and respect the company's quality policies and objectives.
- Ensure professional and courteous interactions with customers, suppliers, and colleagues at all times.
- Perform additional duties as determined by the supervisor.

EDUCATIONAL REQUIREMENTS:
College diploma or university degree in Business Administration, Marketing, Office Administration, or a related discipline. equivalent education and experience as judged by the hiring manager to their satisfaction.

EXPERIENCE REQUIREMENTS:
Minimum two (2) years of experience in sales support, customer service, business administration, or a related role.
Strong working knowledge of Microsoft 365 applications including Excel, Word, Outlook, and PowerPoint.
Experience working with CRM systems considered an asset.
Strong organizational, administrative, and time-management skills.
Ability to manage multiple priorities in a fast-paced environment.
Excellent verbal and written communication skills.
Bilingualism (English and French) is required.

OTHER REQUIREMENTS:
Must demonstrate strong attention to detail and accuracy.
Must possess excellent customer service and interpersonal skills.
Must be able to work independently while contributing effectively as part of a team.
Must maintain confidentiality of customer, commercial, and company information.
At any point during the recruitment or employment process, candidates or employees may be asked to complete a personality or psychometric assessment relevant to the role.

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WHY JOIN US:

Working for an industry leader in the manufacture of precision plastic injected parts that are important to people's health and safety.
PreciKam is proud of our diverse team. We come from every continent, speak over 18 languages represent many races, genders, identities, and beliefs (or not). However, we all share some common traits:
We respect each other and the skills and talents we each have.
We are good at our jobs and are proud that we make products that have an impact of people's health and safety.
We value education and experience regardless of what country you earned it in.
We are all strong individuals who understand the power and value of a team.
We do what we say we are going to do.
Enjoy a warm and inviting culture in a clean and bright workplace.

WHAT WE OFFER:

Competitive pay and benefits including extended healthcare, dental care, disability insurance life insurance, employee assistance program, online doctor.
RRSP program.
Fitness subscription Subsidy.
Training offered in 3 languages, French, English, Hindi.
Paid time off.
Company events.
The best fair-Trade coffee, Cappuccinos, etc. Free to every team member.
Our West Island location is easily accessible by car. We have free on-site parking.
Career opportunities: nine of our last ten promotions (including two members of our executive team) have been internal.