



# CANADIAN VIEWPOINT INC.

REAL PEOPLE. REAL SOLUTIONS. REAL DATA.

Canadian Viewpoint is a medium sized market research firm in Richmond Hill, Ontario, immediately north of Toronto, with almost 40 years of experience in qualitative, quantitative, and new research technologies. We know Canadian research better than anyone. We've fielded millions of surveys, tested thousands of products and packages, completed thousands of face-to-face interviews, and recruited thousands of focus group participants. And, we've built cool new technology that allows our clients to conduct eye-tracking, heat maps, facial coding, and more. We love giving our clients a full set of customizable options to meet their unique needs.

Canadian Viewpoint is a founding board member of [CRIC \(Canadian Research Insights Council\)](#) and, as such, adheres to the highest standards and ethics in our industry. We've been named on the

- [2020 GRIT Top 50 Most Innovative Suppliers](#)
- [2020 GRIT Top 50 list of Full Service and Field Service Suppliers](#)
- [2019 GRIT Top 50 list of Emerging Players](#)
- [2019 Women in Research shortlist for Best Places to Work](#)

## **We are hiring: Sales Team Administrator – Client Development/Sales**

### **Purpose of Role**

The Canadian Viewpoint Sales Team Administrator is the secondary tactical administrative manager for the North American portfolio of accounts. They report to the Director, Business Development. This role will work closely with the Senior Managers, Director of Sales and Account Managers.

### **Key Accountabilities**

#### *Processing Client Requests*

The Administrator processes requests for proposals (RFP) obtained via the company by telephone, e-mail or website. They also process client requests generated by sales representatives. Administrators check the requests to ensure that customers have entered correct details such as length of interview, incidence, screening criteria, and quotas. They contact customers to resolve any queries or obtain any information that is missing

Sales administrators enter details of the client request into Salesforce and produce either an offline or online proposal and forward the proposal to Senior Management, Director, Account Manager or directly to the client. Sales Team Administrators set up new projects and coordinate with Operations.

#### *Customer Records*

Administrators maintain and create records for new and existing customers, including contact details and the name of the representative managing the account. They update the records with details of orders and invoices.

#### *Sales Support*

Sales Team Administrators provide support for sales representatives when they are away from the office. They take calls or e-mails from customers and alert representatives to any urgent issues. They deal with routine requests from customers such as requests for price quotes. They pass technical queries from sales representatives or customers to the appropriate departments. They update representatives on changes.

### **Responsibilities – Supporting the Sales Process**

The Sales Team Administrator will become thoroughly familiar with the business of Canadian Viewpoint, market dynamics, competitive environment, and company strengths and weaknesses. Our business includes:

- Onshore North American CATI
- International/Global CATI

- Online Projects – sample, programming, project management, or a combination
- International – quant and qual
- Tables/tabulations and coding

### **Essential Duties – Supporting the Sales Process**

Revisions and/or additional duties may be assigned at any time.

- Capture and document client project requirements
- Document client requirements for market research survey sample (offline and online) and services on a daily basis
- Analyze the feasibility of delivering against client requirements using quantitative models and formulas
- Send bid requests to appropriate internal and external field partners for costs and feasibility
- Communicate among clients and internal account manager, internal/external bidding partners
- Collate all partner costs received, and assist in partner evaluation and selection
- Are proactive in providing pricing quote responses
- Create custom pricing quotes in response to client needs for market research projects and services
- Operate within a team of Sales Professionals providing fast and reliable quote support turnaround
- Communicate with Account Managers, Sales Directors, Management regarding quote consistency and feasibility
- Communicate with current and prospective clients who have questions about market research survey quote responses
- Support the sales function in other general areas as needs arise
- Create quotes and contracts using online, offline templates, SALESFORCE and proprietary tools as well as launching projects; Return the quote to client
- Participate in tactical client conversations around project engagements and assist with strategy planning
- Field client calls for concerns/clarifications and work with their direct manager if there are substantive issues
- Schedule kick-off calls with the client, the Project Manager, and Account Owner
- Introduce clients to the client services team via electronic methods
- Request screening documents from the client for the Project Manager
- Respond to a variety of Project Manager generated fieldwork change requests

### **Skills and Knowledge**

- Strong communication and analytical skills; Fluent in English language; Excellent written and verbal communication skills; Excellent math skills
- Strong and comfortable computer user across variety of platforms including a full range Microsoft Office Suite product e.g., with MS Excel, Word, Outlook
- Detail oriented
- Excellent time management/organizational skills – must be able to handle several projects/clients at once, and respond to client/supervisor/AM requests in a timely fashion

### **Experience**

- 1+ years as Sales Support professional is preferred
- Market Research experience would be considered beneficial
- Must be legally entitled to work in Canada

We celebrate, support, and thrive on diversity among our employees. We are committed to equal employment opportunity regardless of race, ethnicity, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. More than 50% of our team members are people of colour. We also admire musical abilities and would like to add our in-house band that already includes guitar, trumpet, and voice.

[Please send your cover letter and resume to info at canview dot com.](mailto:info@canview.com)