



EMPLOYMENT
OPPORTUNITY

CRM Administrator

Regional, Eastern Region

Reference No: CRM-15310-030210

*SMS Equipment Inc. supplies equipment parts and service to the **construction, forestry and mining** industries and **utility** product users. It was created to provide customers with integrated solutions and to expand our service capabilities as a **nationwide** organization.*

This position works with the sales & marketing services to administer the CRM System with Equipment Reps, Product Support Reps and Operations Managers. Proactively researches, recommends and implements enhancements to the CRM System and reporting system.

The Role:

- Maintain and enhance customer database in NDS and CRM
- Provide regular training to ensure system is being used to its fullest extent
- Run weekly, quarterly and punctual reports as required by Management
- Liaise with CRM provider and SMS CRM Committee (Western and Eastern region) for regular follow-up meetings and development activities
- Recommend enhancements to the CRM system

Qualifications:

- Post secondary diploma or equivalent experience
- Knowledge of the heavy equipment industry, an asset
- Must be fluently bilingual in oral and written communications
- Excellent knowledge of Access and Excel
- Coaching abilities and customer service oriented

*This is a very exciting time to be a part of **SMS Equipment Inc.** We are one of the largest Komatsu dealers in the **world** and believe our continued growth is a result of our highly skilled and engaged employees who deliver **excellence** in the workplace. If you are interested in working for a very dynamic company where your input, your ideas and your participation is valued, apply today. Our growth means **your success**. We subscribe to the equal access to employment program*

Apply today

Qualified applicants are invited to submit their resume, quoting competition number **CRM-15310-030210**, to:

E-mail: cv@smsequip.com

Fax: (514) 636-0564 www.smsequip.com

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