

Are you ready to be a part of something bigger? As one of Canada's Best Managed Companies, Mega Group values the talents and abilities of our employees and seeks to foster an open, cooperative, and flexible environment in which employees can thrive. Being a proudly Canadian company means we're always looking for smart, enthusiastic, and passionate team members who reflect the communities we serve. Join our team today and take pride in helping our neighbours turn their businesses into success.

Make an impact with our Retail Services team as a(n) **Retail Support Manager** in our **Boucherville** office.

What you will do:

- Serves as the cornerstone of our member relations to maintain and grow relationships with members within an assigned territory.
- Builds sustainable relationships of trust through open and interactive communication.
- Provides accurate, valid, and complete information to members by using the right methods, procedures, and/or tools.
- Sources new sales opportunities through inbound lead follow up and outbound prospecting.
- Identifies and assesses retailer's needs and routes qualified opportunities to the appropriate department for further development.
- Partners effectively with the field team to drive sales and increase support and understanding of Mega's building blocks with our members.
- Acts as the primary contact for onboarding new members
- Understands and uses the SPIN selling sales processes.???
- Manages correspondence between the field team and members

Who you offer:

- Minimum two (2) years of experience in sales or customer service
- Post-secondary education in a related field is considered an asset
- Bilingualism (French/English) is required
- Experience with Customer Relationship Management (CRM) software is preferred
- Experience with Microsoft Office 365; specifically, Word, PowerPoint and Teams
- Effective and professional verbal and written communication with internal and external customers and suppliers
- High level of accuracy and attention to detail
- Ability to work independently and with a team

What we offer:

- Health and Dental coverage
- Health Care Spending Account
- Lifestyle Account
- Gainshare
- RRSP Plan
- Employee Assistance Program
- Social and charity committees
- Hybrid work possibilities
- Healthy work-life balance
- Positive company culture
- Training and development opportunities

- The personal fulfillment of supporting local businesses

Who we are:

Making independent retailers stronger is not just a tagline, it is our entire reason for being. For more than 55 years, Mega Group has provided a competitive edge to like-minded Canadian independent home goods retailers by providing programs and services that save them time and money. Entirely member-owned, Mega Group provides the combined expertise and scale in the areas of Retail financial support, Digital business, and Business Fundamentals that our members cannot easily access or afford on their own.

Want to learn more? Check out our [website](#) and follow us on [Facebook](#).

Our goal is to support local businesses. We believe the best way to do that is by building a team with various backgrounds, cultures, and perspectives to help make our vision a reality. Diversity and inclusion fuel our innovative solutions and unite us with our members and the communities we serve. We have a nationwide, multicultural, and diverse member base - we want to reflect that inside our walls.