



POSTING

**Client Services Representative
Northern Alberta & BC**

The Company:

Western Drug Distribution Center (WDDC) is looking for a permanent full-time Outside Client Services Representative to join our team. WDDC is a dynamic company distributing products to Veterinarians across Western Canada since 1983.

This full-time position will provide in-clinic & virtual support to the staff and owners at the veterinary clinics within the central & northern regions of Alberta. Ideally, the candidate will reside in Edmonton, Alberta. This position does not require the selling of products, it is strictly dedicated to providing education and support within veterinary hospitals.

The successful candidate will:

- Advise veterinary practices about services and benefits of being a member of Western Drug Distribution Center.
- Develop new and maintain existing relationships with Veterinary clinics located North of central Alberta into the northern regions of British Columbia.
- Plan efficient territory on-site visits for over 140 active veterinary practices within the territory. This involves travel and overnight stays.
- Educate efficient and effective ways for Veterinary staff to profit from their practices.
- Create strategies for clinics to promote their practices and gain advantages from our complimentary tools and programs.
- Prepare presentations to promote our services and programs including electronic ordering, e-commerce tools, and website training.
- Participate in veterinary conferences or in-house training within the province of Alberta.
- Have a solid understanding of Veterinary clinic practice management systems.
- Manage telephone and virtual meetings.
- Work closely with internal departments within WDDC head office.
- Work closely with the other external Client Services representatives.
- Review sales reports and act on business opportunities where required.
- Complete one full in-clinic business review with active clinics within the territory per year.

Qualifications:

- Previous experience in the veterinary industry with knowledge about the inner workings of a veterinary practice.
- Preferably past experience with making personal visits to veterinary clinics.
- Related College Diploma or technical institute designation within the industry is a definite asset.
- Valid driver's license and reliable newer transportation
- Solid MS Office computer skills.
- Strong organizational skills; detail-oriented with the ability to multi-task.
- Excellent communication skills (both oral and written).

- Outstanding customer service skills.
- Ability to identify and prioritize the most critical requests.
- Current Criminal Reference Check.

Job Type:

Full-time salary position. Preferably based out of Edmonton, Alberta

Benefits:

- Extended health care
- Life insurance
- Short & long term disability
- Health spending
- RRSP matching
- Gas Card
- Internet and phone expensed

Schedule:

- Typically, Monday to Friday. should be prepared to experience travel, overnight stays, and attendance to conferences that could fall on an evening or weekend.

Experience:

- Outside sales experience: 3 -4 years (preferred)

Salary:

- TBD depending on experience and years in the industry