

Sales & Customer Service Representative

MINOH Inc. - Visual Experience & Signage Solutions

Job Type	Compensation	Department	Location
Full-time	CA\$45,000.00 – CA\$55,000.00 / year	Sales & Customer Success	On-site (South Etobicoke)

About Us

At **MINOH**, we turn bold ideas into visual experiences that leave a lasting impression. From custom wayfinding signage to large-scale display installations, our work blends creativity, craftsmanship, and technical precision. Our team is known for its innovation, attention to detail, and a shared passion for doing things right.

Position Overview

This is an entry-level sales and customer support role designed for someone who wants to learn the business from the ground up. You will start by handling existing clients—responding to their inquiries, managing orders, preparing quotes, and ensuring a smooth transition in communication and service. In addition, you will support the Customer Service Representative (CSR) team with day-to-day customer service tasks.

The ideal candidate is professional, organized, friendly, and eager to grow into a full sales role.

Key Responsibilities

Account Management

- Serve as the primary point of contact for a group of established accounts.
- Respond to customer inquiries, gather project details, and provide product information.
- Prepare quotes, estimates, and invoices.
- Maintain strong relationships through timely and professional communication.
- Work closely with the CEO to ensure a smooth handoff and maintain service expectations.

Sales & Lead Support

- Assist in following up on open quotes and ongoing projects.
- Track sales activity and maintain accurate customer records in the CRM.
- Support the development of repeat sales and upsell opportunities.
- Follow up with clients on pending quotes, artwork, and approvals.
- Support the sales team with lead tracking and outreach.
- Enter jobs and maintain accurate customer/sales records.

Customer Service (CSR) Support

- Provide exceptional customer service via phone and email.
- Communicate project requirements clearly to the design and production teams.
- Provide status updates and ensure deadlines and expectations are met.

Additional Responsibilities

- Perform other duties as required to support company goals and client satisfaction, including tasks that may arise in day-to-day operations.

Qualifications & Skills

- **Experience:** 2 years of customer service or sales experience preferred (not required).
- **Languages:** Strong communication skills- fluent, professional English.
- **Attributes:** Highly organized, friendly, and detail-oriented with the ability to manage multiple tasks and deadlines.

- **Technical Learning:** Comfortable learning new products, design details, and basic production terminology.
- **Industry Experience:** Experience in signage, printing, or design is an asset, but not required.

Compensation & Terms

- **Base Salary:** CA\$45,000.00 – CA\$55,000.00 per year (depending on experience).
- **Job Type:** Full-time.
- **Work Location:** On-site - South Etobicoke.

To Apply

- Please email your resume to kyle@minoh.ca and reanna@minoh.ca, with the subject line "Application for CSR Position"
- In your email, please also give a brief introduction about yourself and what you feel you can bring to the Minoh team!