



Crofters Food Ltd.
470 Oastler Park Drive, Seguin, ON P2A 2W8

Crofters is growing and we are seeking an energetic, reliable & flexible team player to join our Team. Here's your chance to join a highly skilled team of professionals at one of North America's pioneering brands in the organic food movement! Crofters Food Ltd, known in the grocery aisles as Crofters Organic Fruit Spreads, is the leading manufacturer of organic jams, jellies and fruit spreads in North America. Headquartered in picturesque Parry Sound, Ontario, about two hours north of Toronto, we manufacture a vast array of fruit-based spreads sold in stores across Canada, the United States, and select international markets. From the way we source our fruit, to the way we carefully manufacture our products using forward-thinking sustainable processing techniques, to our innovative, health-conscious formulations, every aspect of our operations receives the care and attention they deserve. A small but mighty team, with the support of a US based private equity firm, join us as we look to aggressively scale our business on our mission to become one of the leading organic food brands in North America.

Position Overview:

The **Sales and Marketing Administrative Assistant** is responsible for the following:

The duties and responsibilities of the **Sales and Marketing Administrative Assistant** will be as follows. The position reports directly to the **VP Sales**.

1. Provide administrative support to the sales team, including managing schedules, coordinating meetings, taking/storing notes, and preparing sales reports.
2. Assist in the preparation and distribution of sales materials, such as brochures, presentations, and product samples. Maintain accurate inventory of brand collateral/materials.
3. Prepare sample shipments, including packaging of samples and preparation of shipping paperwork.
4. Ensure that internal ERP system is up to date with relevant customer information to enable smooth order management process.
5. Assist with completing documentation such as new item forms, promotional contracts, product specifications etc. with a high level of accuracy and detail.
6. Maintain organized internal digital storage folders to ensure that files are accessible and findable across the organization.

7. Support the oversight of ongoing projects and ensure that there is thorough and consistent communication across all stakeholders. Ensure that project tracking forms/systems are maintained and up to date.
8. Assist in the development of customer facing materials such as presentations, ensuring that content is appropriate and aligned with company objectives.
9. Provide support in management of web-portals (including internal portals) to ensure information is entered in a timely and accurate manner.
10. Maintain accurate and up-to-date records of sales activities, customer interactions, and inventory levels.
11. Collaborate with other departments, such as quality control/regulatory to ensure that regulatory compliance is in place to enable smooth shipping process to customers.
12. Maintain customer item information and imagery, ensuring that accurate and up to date information is provided and that any item management portals are frequently reviewed and updated.
13. Manage customer inquiries via the company website, by phone or any other mediums by which consumers may communicate with the company, ensuring that response adequately addresses the customer in a polite and friendly manner.
14. As needed, provide support to senior sales staff in making calls to customers to support ongoing sales initiatives.
15. Assist with other sales and marketing duties as needed.

Required experience and skills:

- At least 3 years of sales/sales support experience or other relevant administrative experience.
- College or University degree with focus on commerce or finance is preferred, but not required.
- Strong organizational and time management skills, with the ability to prioritize tasks effectively and efficiently.
- Excellent communication skills, both written and verbal.
- Proficiency in Microsoft Office Suite and CRM software.
- Attention to detail and high level of accuracy in data entry and record-keeping.
- Possess a customer-first attitude, going above and beyond to ensure customer satisfaction.

Job type: Full-time, Permanent, On-site (not remote)

Benefits: Basic Benefit Plan including Health and Medical, Vision Care, Dental, Wellness & Preventative Services. RSP and Bonus Program.

Rate of Pay: \$23.00/Hour

(a minimum of 40 hours of work per week, possible evening and weekend work as required)

Please submit your resume to hr@croftersorganic.com indicating your experience and interests
Crofter's Food Ltd. welcomes and encourages applications from people with disabilities.

Accommodations are available on request for candidates taking part in all aspects of the selection process.