



Inside Sales and Marketing Specialist – Xypex Chemical Corporation, Richmond BC

Job Title: Inside Sales and Marketing Specialist (USA & Canada)

Reporting to: Inside Sales and Sales Operations Manager

Location: On-Site – 13731 Mayfield Place, Richmond, BC

Employment Type: Permanent Full-Time

Start Date: ASAP

About Xypex

Xypex Chemical Corporation is one of the world's leading manufacturers of products for waterproofing, protection, and repair of concrete structures. For over 50 years, our proprietary crystalline technology has been trusted by architects, engineers, and contractors in over 90 countries. We are committed to innovation, sustainability, and excellence — helping build stronger, longer-lasting concrete structures worldwide.

About the Position

We are seeking an Inside Sales and Marketing Specialist to support sales growth across the USA and Canada. This role combines customer support, technical sales assistance, and CRM management, with a clear path to developing project estimating skills. The Inside Sales and Marketing Specialist will work closely with regional managers and outside sales reps to provide exceptional customer service, track project opportunities, support marketing initiatives, and support business development efforts.

Key Responsibilities

Inside Sales

- Respond to inbound customer inquiries and website leads, ensuring timely resolution or referral.
- Support outside sales reps and regional managers with project research, data entry, and CRM updates.
- Manage the anti-microbial substitution process and coordinate qualified leads with the sales team.
- Use Salesforce CRM to track opportunities, maintain records, and provide reporting support.
- Train and develop skills in estimating Xypex value on new projects, progressing to independent project takeoffs.
- Build relationships with customers and concrete producers, supporting small projects when required.

Marketing Responsibilities

- Support campaigns by sharing materials and following up with leads.



- Help maintain customer lists for email and CRM segmentation.
- Assist with trade show prep and post-event lead follow-up.
- Gather customer insights to improve marketing content.
- Flag project photos and success stories for social media or website use.
- Contribute basic metrics to campaign and lead reports.

Growth & Development Timeline

First 90 Days

- Complete onboarding and CRM training
- Support inbound inquiries and data entry
- Update contact lists and share marketing materials
- Observe trade show planning

By 6 Months

- Manage substitution requests and website leads
- Start project estimating with support
- Assist with trade show logistics and follow-up
- Flag project content for campaigns

After 6 Months

- Independently handle project takeoffs
- Proactively support customer relationships
- Share customer insights and content ideas
- Support campaign metrics and reporting

Qualifications

- 3+ years of inside sales experience in a construction or technical environment.
- Proficiency with Microsoft Office and CRM systems (Salesforce preferred).
- Strong written and verbal communication skills (English required; Spanish and/or French an asset).

Compensation, Benefits, and Total Rewards

Salary Range: \$65,000 - \$78,000

The salary offered to the successful candidate will be based on their experience, knowledge and skills they bring to Xypex. While the expected salary range is \$65,000–\$78,000, we may consider a different amount depending on the experience, knowledge, and skills of the successful candidate.

Our total rewards package offers benefits, promotes internal equity, and supports team members at all levels of our organization, and includes the following:

- Eligible for an annual bonus based on individual and company performance.
- RRSP Matching to support you save for your future. Effective after you reach 90 days with us.



- Extended Health Coverage. Our benefits cover health, dental, life, disability, and extended paramedical services such as vision care, mental health practitioners, massage, physiotherapy, acupuncture, an employee assistance program and much more.
- Learning and career development opportunities.
- 3 weeks' vacation or more depending on the position.
- Company organized social events and celebrations to connect with your team.

How to Apply:

If you are interested in this exciting opportunity and working for a global leader in concrete waterproofing technology with a collaborative and engaging workplace, please submit your application to recruiting@xypex.com.

While we appreciate your interest in Xypex, we are only able to respond to candidates selected for further consideration. We look forward to connecting with you and exploring how you can contribute to our innovative and growing team!

Our Commitment to Inclusion:

At Xypex, we believe that diversity strengthens our team and drives innovation. We are committed to creating an inclusive workplace where different perspectives, experiences, and backgrounds are valued. Our goal is to foster an environment where all employees feel respected, supported, and empowered to contribute their best work.

If you are looking for a company that values expertise, collaboration, and sustainability, we encourage you to apply and take the next step toward an exciting and rewarding career with us!