

Job Description- Inside Sales Technical Support

Location: Halifax, NS

Role: Inside Technical Sales Representative, to work closely with customers and the sales team to grow and promote the sale of HVAC products and systems .

Job description

Work cooperatively with outside sales to grow existing customers, create new customers and meet or exceed sales quotas and the appropriate gross margin while increasing customer satisfaction.

- Generate new and repeat sales by providing product and technical information in a timely manner.
- Present a professional image at all times
- Determine customer requirements and expectations in order to recommend specific products and solutions
- Recommend alternative products based on cost, availability or specifications
- Accurately process customer transactions such as orders, quotes or returns
- Provide accurate information regarding availability of items
- Obtain accurate information from vendors relating to shipment dates and expected dates of delivery
- Proactively recommend items needed by customer to increase customer satisfaction and improve transaction profitability
- Increase sales and average order size by means of cross-selling, up-selling, add-on sales and offering promotional sales items
- Monitor scheduled shipment dates to ensure timely delivery and expedite as needed
- Contact customers following sales to ensure ongoing customer satisfaction and resolve any complaints
- Fill requests for catalogs, information or samples
- Remain current on customer preferences, changes in local codes and product developments by attending sales meetings, vendor training, tradeshow and reading trade journals
- Manage time effectively, meet goals and work effectively with other members of the distribution team
- Assist in physical inventory
- Follow Company policies and procedures
- Follow up the quotes that are not turned into orders and contact customers through phone calls and emails.
- Recommend special pricing and promotions to different customer types

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- Identify potential quotes and undertake research on the potential customers
- Run quote reports regularly and share them within the company in order to take further actions that can increase the transfer rate from quotas to orders
- Improve the quote process when necessary to keep effective follow-up services
- Provide technical support to sales team regarding to product specifications
- Act as a resource to sales team in preparing estimates.
- Review open bid opportunities for components using MERX and BidNavigator and other on-line resources.

Knowledge and Skill Requirements

- Minimum 3 to 5 years in a related technical sales position with preference given to those individual with a strong technical knowledge of Commercial HVAC Applications and/or Automation and Controls.
- Generally required knowledge includes HVAC Applications and controls systems, facilities management systems, site preparation, peripheral equipment installation and servicing techniques.
- Strong interpersonal and communication skills
- Technical/engineering background preferred
- Past experience with selling Control Systems and Components
- Minimum - Bachelor's degree or Technical College and/or three to five years of proven experience in a similar role
- Strong presentation skills and professional appearance
- Strong organizational skills
- Valid driver license
- Ability to succeed in an entrepreneurial environment
- Microsoft Office proficiency including Visio

Please forward resume to info@yorkland.net