



Position Profile

TITLE:	Inside Technical Sales
REPORTS TO:	Sales Manager and Branch Manager
LOCATION	Dartmouth, NS

Dartmouth Branch

As a Technical Inside Sales Representative, individuals will work closely with customers to grow and promote the sale of Yorkland Controls HVAC products and systems solutions.

Candidate Profile

Key Responsibilities

Close and grow sales through professional communication with existing and potential clients which include Mechanical Service Contractors, Control Contractors, End-Users, and Property Managers.

- 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
- 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.

Education and Background Requirements

- Recent mechanical or engineering graduate considered
- Bachelor's degree or Technical College with HVAC or Controls Instrumentation Focus
- Ideal candidate will have 2 to 3 years of industry experience in a similar role

How to Apply:

Interested candidates should reply by sending resume and supporting information to: yorkland@yorkland.net