



National Energy Equipment Inc. is the largest wholesale distributor and service provider of energy related products & equipment in Canada, providing service from coast to coast. Our greatest strength is our employees and our objective is to provide the best sales and service support in our industries, while synergizing product offerings for optimum benefit to our customers.

We currently have an opportunity in our Edmonton branch for an energetic and self-motivated individual to join our HVAC Residential Sales team as an **Inside Sales Rep**. The Inside Sales Rep offers front line service to a busy HVAC dealer network and team of Territory Managers. If you are a keen problem solver who enjoys providing fast and effective customer service, this job is for you!

Responsibilities & Accountabilities:

Sales of HVAC parts, equipment, and supplies over the phone and over the counter.

Ordering required parts.

Facilitating technical support to customers.

Answering customer calls and identifying parts.

Actively making customers aware of product promotions.

Receiving and processing customer orders.

Responding to customer's inquiries, questions, or complaints regarding products or services.

Processing warranty claims.

Maintaining a basic knowledge of products offered by NEE in order to be able to demonstrate and discuss with customers.

Following up, either verbally or in writing, to ensure customer satisfaction.

Determining best method to resolve problems to ensure customer satisfaction and company adherence to policies.

Qualifications:

High school diploma plus minimum of 2 years of inside technical sales or related experience required; or equivalent in education and experience.

Exceptional customer service skills.

Proven sales and customer services skills.

Experience working in a process management system and priority setting.

Must be action oriented and able to maintain a high energy level.

Proficient in Microsoft Office.

Knowledge of residential HVAC equipment is an asset.