



Position	Inside Sales Representative - HVAC
Location	Mississauga, Ontario

We currently have an opening in our Mississauga 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.
- 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 HVAC residential is an asset.

Reasonable accommodations are available, upon request, to candidates participating in the selection process. Should you require accommodation, please ensure to notify us in advance.

Please forward resume to hr@nee.ca