



Position	Inside Sales Representative - HVAC
Location	Port Coquitlam, BC

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.

Please forward resume to hr@nee.ca