



Position **Inside Sales Representative - HVAC**

Location Moncton, NB

We currently have an opening in our Moncton branch for an energetic and self-motivated individual to join our HVAC Residential team as an **Inside Sales Rep.**

As the front line of our sales team, you will be responsible to provide Inside Sales duties and related responsibilities such as order desk duties, inventory control, running daily reports and acting upon information from them. Shipping/receiving duties may also be required.

Responsibilities & Accountabilities:

Provide professional, effective and efficient day-to-day solutions and customer service to a wide customer base, including but not limited to inquiries, quotations, technical support and order entry, order processing and follow up.

Work with purchasing to ensure inventories and restocking patterns are sufficient to efficiently fill customer orders. Ensure restocking patterns evolve with customers' changing requirements.

Ensure orders are shipped on time and inventory turns are maximized and controlled. Address any slow-moving inventory concerns. Ensure that inventory is kept up-to-date. Discuss, develop and implement ideas or plans to meet the targeted inventory Turns or Delivery programs. Source all back orders from suppliers and branches.

Run and review reports checking for discrepancies, omissions and errors; address any resulting concerns.

Promote sales of company products and source products for all new and existing customers, supporting sales initiatives that are offered.

Assist with returning warranty items to our suppliers.

Assist the service department with documentation (i.e. estimates to customers on items to be repaired)

Qualifications:

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

Exceptional communication skills, both verbal and written.

Proven sales and customer services skills.

Strong problem-solving ability, particularly relevant in managing customer accounts.

A strong interest and motivation for building customer relationships.

Ability to work in a demanding environment and enjoy learning new concepts and products.
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 amoak@nee.ca