



## JOB DESCRIPTION

<b>TITLE:</b> Technical Sales Specialist	<b>IMMEDIATE SUPERVISOR:</b> Director of Business Development
<b>DEPARTMENT:</b> Sales	<b>NORMAL WEEK:</b> 40 hours

### **Position Summary**

Under the supervision of the Director of Business Development, as a Technical Sales Specialist, the incumbent will work primarily in Southwest / Central Ontario to assist new and existing customers with training, installation and after sales service. They will work close with our distributors and their customers, various HVAC Contractors in Ontario.

### **Description of main tasks :**

- Maintain and reinforce the relationships with the staff from each branch of our distribution network;
- Assist HVAC Contractors with new installs and do the follow-up;
- Become the primary lead for technical support for distributors and HVAC Contractors based in the region;
- Provide product training to distributors and HVAC Contractors;
- Participate in after sales service;
- Participate in promotional programs and new product launches;
- Monitor the market concerning competition and customers' needs;
- Analyze competitive products and selling techniques;
- Bring ideas and comments about the customers' needs and participate in product improvement;
- Improve existing customer business;
- Develop a pipeline of future opportunities with distributors and HVAC Contractors.

### **Education**

- High school diploma (Mandatory);
- Diploma or Certificate relating to HVAC industry (an asset)

### **Experience**

- Minimum of 3 years of experience in installation or servicing or selling mechanical equipment;
- HVAC contractor experience, either working as an HVAC Install/Service Contractor or working with an HVAC Distribution company or HVAC Manufacturing company; (Mandatory)
- Minimum of 2 years of experience in sales, accounts' management and market development. (Nice to have)

### **Special Requirement**

Travel on a regular basis.

### **Qualifications**

- Strong HVAC knowledge;
- Proficiency in the MS Office Suite
- Outstanding relationship management, interpersonal, and problem-solving skills;
- Take initiative with a solid work ethic;
- Exceptional communication skills, well developed listening skills,
- Ability to interpret business and/or client needs.
- Dynamic personality;
- Good presentation skills;
- Demonstrated sales success
- Autonomous, resourceful and honest

### **Salary and work conditions:**

To discuss.

Send your application to Clémence Antoine at [cantoine@dettson.ca](mailto:cantoine@dettson.ca).