



E.B. Horsman & Son
The Electrical Distributor of Choice!

About the Team

E.B. Horsman & Son (EBH) has been in business since 1900. We are strong, nimble, and growing! EBH is proud to be a successful Western Canadian electrical distributor with 20+ locations throughout BC, Alberta, and Saskatchewan, and we are consistently recognized as one of Canada's Best Managed companies. We take pride in living our core values and carrying our mission statement of "Providing the Best People, Best Solutions in the Electrical Industry."

Why Join the EBH Team?

The People & Culture. You will be a part of a collaborative team with people you can be proud to work with.

The Perks. We offer a full benefits package with a competitive compensation plan with profit sharing, Employee Share Ownership Program (ESOP), and your birthday off.

Continuous Development. You will have access to our EBH University for personal & professional development. Training & Development has been an essential part of our culture. Increasing our knowledge not only builds confidence but empowers growth through learning.

Work Location: 816 Cloverdale Ave, Victoria, BC V8X 2S8

About the role:

Reporting to the Branch Manager, the **Account Manager** is responsible for creating and maintaining positive customer relations by identifying opportunities, supporting customer needs, providing up-to-date product information and identifying solutions to any issues. They promote and recommend the best product mix for customers by maintaining current industry knowledge and strives to meet or exceed organizational sales targets.

What are the Key Accountabilities?

- **You will bring a desire to provide excellent customer service.** Having an approachable demeanor and a positive "customer first" attitude will help with this role as you will be dealing with our clients



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- **You will be challenged to find solutions.** There will be times where our customer will challenge you with a request where you will need to think outside of the box and is solution driven
- **You will be a communicator.** Communication is key for this role both verbal and written communication skills to provide updates to our customers such as new products or updates.
- **You will be physically challenged.** The ability to drive for a large portion of the day is key to this role as you will be continuously checking in with the customer. You may be required to lift up to 50lbs.
- **You will be a motivated individual.** With the continued growth, you will be challenged in a fast paced environment with competing priorities.
- **You will have ongoing learning.** Previous electrical experience is an asset however; we will be providing regular product training to improve skills and knowledge.
- **You will be a strong-minded individual.** There will times where you must be resilient and persistent in order to deal with rejection from potential customers.
- **You will be a presenter.** There may be an opportunity where you will be required to lead presentations and meetings.
- **You will be going above and beyond.** There will be times when you are needed outside of Branch office hours on telephone or email for networking and relationship building activities. Some overnight travel may be required.

What You'll Bring To This Role?

- Post-secondary certificate or diploma in a relevant area or equivalent combination of education and experience
- 3+ years of experience in the electrical/lighting industry
- 5+ years of sales and customer service experience



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- Intermediate computer skills with proficiency in MS Office and the ability to use and learn new software

Our Core Values: Celebrating the Past, Empowering the Future

Teamwork & Collaboration | Integrity | Commitment | Reliability | Initiative | Continuous Improvement

Take Your Next Step With EBH

If you believe your skillset matches the above description and are an enthusiastic, innovative, passionate and energetic individual we would like to hear from you. Please visit our website to apply for this posting www.ebhorsman.com/careers or click "Apply" on this posting.