



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 receive one on one training where personal development and growth are an important part of our culture.

Work Location: 983 Camosun Crescent, Kamloops, BC V2C 6G1

About the role

The Customer Service - Counter Sales representative acts as the primary point of contact for incoming branch customers. They are responsible for providing excellent customer service by interpreting customer needs, troubleshooting issues, ensuring order accuracy and recommending products and solutions

What are the Key Accountabilities?

- **You will be a team player.** Being supportive and working collaboratively in a team environment is key.
- **You will be customer service orientated.** Providing excellent customer service is key for this role as it will require maintaining and building customer relations through product quotations and sales.
- **You will be keen on detail.** This role will require a constant review of stock monitoring, handle shipping and receiving requesting and filling orders. Including managing returns



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- **You will be a communicator.** Communication is essential for this role both verbally and written with our customer and being able to follow up in a timely manner and working with your colleague.
- **You will be organized.** Being organized is key due to the high volume of customer requests that will require you to adjust and work through interruptions.
- **You will be comfortable with technology.** This role requires using the phone and computer to assist the customer.

What You'll Bring To This Role?

- 2+ years of customer service experience
- Ability to use upper body full range of motion for wire cutting and hauling
- Basic mathematical skills with the ability to calculate simple equations mentally
- Beginner computer skills with proficiency in MS Office & the ability to learn new software
- Previous electrical industry experience would be an asset
- Wide range of expertise in the products and services provided by E.B. Horsman & Son

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.

Our Commitment to Inclusion & Diversity

E.B Horsman & Son is a proud equal opportunities employer and we are committed to creating a respectful, inclusive and barrier-free workplace that allows all of our people to reach their full potential. A diverse workforce is a key to our success and



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we believe in bringing your whole self to work. We welcome all qualified candidates to apply and hope you will choose E.B. Horsman & Son as your employer of choice.

We thank all interested applicants. However, we are only able to work with those who live in Canada and have permanent working status. Please note that only those chosen for an interview will be contacted.



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