



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, and the Best Service in the Electrical Industry."

Why Join the EBH Team?

The Perks.

- Full benefits package
- Competitive compensation plan
- Profit-sharing
- Employee share ownership program (ESOP)
- RRSP matching after 1 year of employment
- Birthday day off

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

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: 5286 Polkey Rd, Duncan, BC V9L 6W3

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.



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Thank you for supporting a Western Canadian Independently Owned business established in 1900.



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What are the Key Accountabilities?

- **Team player.** Being supportive and working collaboratively in a team environment.
- **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.
- **Detail orientated.** Generates, modifies, and checks sales orders and correctly fills out applicable documentation.
- **Communicator.** Strong verbal and written communication with our customers and staff.
- **Organized.** Being organized is key due to the high volume of customer requests that will require you to adjust and work through interruptions.
- **Comfortable with technology.** This role requires using the phone, computer, and our POS system.

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



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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 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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