



E.B. Horsman & Son

The Electrical Distributor of Choice!

About Our 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 by 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: 527E MacKenzie Ave S, Williams Lake, BC V2G 1C8

About the role:

The **Customer Service Manager** ensures exemplary customer and internal service in branch operations. This is accomplished by ensuring that all areas of customer needs are addressed, and branch staff members are performing in an efficient and effective manner. This position will work closely with the Branch Manager to accomplish organizational targets.



Platinum member

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

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What are the Key Accountabilities?

- **Provide excellent customer service.** This will be an integral part of your job, helping customers efficiently, in a friendly manner. It's essential to be able to handle issues for customers and do your best to ensure they are satisfied. Providing good service is one of the most important things that can set your business apart from the others
- **Maintain supplier relations.** You will be working with a number of different suppliers and building a relationship is helpful for this role
- **Driving results.** Driving results in an organization requires more than just a personal best effort. Rather, positive organizational results come from the coordinated effort of many people. Leaders who consistently obtain high levels of performance and effectiveness from their organizations identify and focus on goals and objectives that are truly important to the organization. They assume personal responsibility for organizational achievement, challenge others to do the same, and persist despite obstacles.
- **Being a leader.** You will be the point of contact for the branch team members and they will rely on your leadership and mentorship.
- **Keeping inventory control accurate.** Stock accuracy, managing, and upkeep of inventory is key for this role and knowing the needs of the branch to meet our customers demand without delay.
- **Quality Enforcement.** Ensuring our quality of product fully meets our quality policy

What You'll Bring To This Role?

- Business diploma or certificate is a strong asset
- 5+ years of experience in a sales/wholesale organization
- 2+ years of experience in the electrical/lighting industry
- Previous experience in electrical/lighting Inside Sales
- Demonstrated supervisory ability



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- Intermediate computer skills (MS Office) and the ability to learn new software programs
- Ability to work through constant interruptions and social interactions
- Ability to address time-sensitive or urgent problems and adjust to periods of intense workload
- Ability to manage 50 – 100+ emails per day and multi-task several job functions at once
- Ability to be inclusive, collaborative, and respectful

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 a permanent working status. Please note that only those chosen for an interview will be contacted.



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