



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 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 People & Culture.** You will be part of a diverse collaborative team with people you can be proud to work alongside.
- **The Perks.** We offer a full benefits package with a competitive compensation plan which includes annual profit sharing, Employee Share Ownership Program (ESOP) and your birthday off.
- **Continuous Development.** You will have access to our EBH University for personal and professional development. Training & Development is an essential part of our culture. Increasing our knowledge not only builds confidence but empowers growth through learning.

About the Role

We are seeking to fill the new role of **Product Information Specialist**, located at our Head Office in South Surrey, reporting to the e-Commerce Manager. We are looking for a dynamic, forward thinker, high-energy, passionate, and detail-oriented with a "must-do" attitude that brings strong data acumen and customer service.

Position Type/Schedule

While this role is based out of our Head Office, we do offer the flexibility of a hybrid remote work option. We work closely together in our virtual



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environment and come together in person when we can and when operationally required. While reasonable flexibility is encouraged, this is a full-time, Monday to Friday position.

Head Office: 19295 25th Ave, Surrey BC (Campbell Heights Business District)

Key Competencies and Skills Required for This Role?

Product Information Management. Maintains, grows, and optimizes our online product catalog assortment using best-practice SEO for category and product description and item attribution while managing all supporting assets including images and documents. Routinely audits, identifies and troubleshoots product data. Exports item data and digital assets from an external PIM, transforming data for consistent product attribution, and imports data into our eCommerce database, scaling our digital catalog as the business grows.

Internal-Support. Establishes, supports, implements and utilizes eCommerce and Marketing Technology to support the overall business strategy. Works cross-functionally with sales and marketing team members to manage and ensure contact information in the customer database and ERP is accurate. Support internal and external training initiatives and onboarding as needed. Assists Pricing Administrators regarding Item Setup and Maintenance as needed.

Internal Communication. Frequent communication with EBH staff regarding the status of their customer's eCommerce activities. Answers staff inquiries surrounding eCommerce. Works with departments on strategies to support and/or improve the Order Fulfillment and Customer Experience.

Customer Service. Monitors, responds to, forwards, and/or nurtures all online inquiries and requests for information to ensure timely resolution with the appropriate departments. Builds out new and improved existing customer support processes to ensure an exceptional online experience. Supports the eCommerce and Marketing teams with CRM (Content Resource Management), creating web forms and automated workflows to optimize



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customer satisfaction and engagement with the website. Monitors chatbot for the speedy resolution of customer inquiries, while developing customer support triaging and automation processes to ensure chat support is optimized for success. Supports and troubleshoots web orders, shopper profiles and general issues with customer account setup.

Other Duties: Monitors and audits online pricing, units of measure and other item maintenance fields to ensure accuracy between website and ERP system. Ensures Shopper and Contact data are accurate and take action to ensure corrections are made as necessary. Orchestrates product management, account management, order management, digital asset management, and product experience management. Engages cross-functionally with internal departments to learn product lines and improve the overall customer experience while browsing. Some traveling may be required.

Diversity, Equity & Inclusion. Proven ability to form strategic partnerships, build relationships and respect inclusive and cultural diversity.

What You'll Bring To This Role?

- 3+ years experience in a B2B eCommerce role, or in a relevant customer support role
- Excellent written and verbal communication skills with a friendly demeanor and tone to your conversation style
- Eager to learn, grow and continuously improve
- Flexible and adaptable mindset to fast-changing priorities
- Ability to manage multiple, complex projects with diverse and cross-functional teams
- Strong problem-solving, organization and conflict resolution skills
- Advanced computer skills with high proficiency in MS365, CRM, PIM, ERP, databases, cloud-based and virtual platforms
- Chatbot and ticketing system management



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- Comfortable with large imports and exports of data, knowing how to do intermediate spreadsheet analysis (VLOOKUP, Pivot Tables, Conditional Formatting, Sorting, Filtering, etc.)
- Basic SQL query writing an asset
- English language proficiency

Our Core Values: Celebrating the Past, Empowering the Future

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

Our Purpose

To Help Communities Thrive since the 1900's

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. 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.



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