



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 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.

About the Role:

This year our company has gone through significant growth with internal movements. We are seeking to fill the role of **Technical Inside Sales/ Instrumentation Service Tech**, Process Automation and Controls (PAC) division located in our Calgary branch.



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The ideal Technical Inside Sales / Instrumentation Service Technician for the PAC division will be self-motivated, dynamic and detail orientated. This role is responsible for building positive relationships with customers and branch sales personnel through generating accurate quotations, supporting documentation, and sales orders. The role will field service calls throughout Alberta and Saskatchewan to provide technical support. The Technical Inside Sales / Service Technician, works closely with the PAC Divisional Manager, Business Developer and supporting branch locations to provide excellent customer service and monitor ongoing projects.

We're looking for experienced, out-going, and confident results-driven, ethical Technical Inside Sales / Instrumentation Service Technician Representative to engage customer prospects. You will provide complete and appropriate solutions for customers in order to boost top-line revenue growth.

Position Type/Schedule

This is a full-time position working at the branch and travelling to the customer site to provide technical support.

Calgary Branch: 11080 50 St SE #104, Calgary, AB.

What are the Key Accountabilities?

Customer relations. We take pride in providing the best product, the best solution, and the best service with the best people for our customers. Engage in process improvement initiatives to drive efficiency improvements within our organization so we can better serve our customers

Technical. Provides or facilitates technical support as required for technical products that are sold to customers by E.B. Horsman & Son. Maintains most current knowledge of technical products, industry trends.

Sales management. Coordinate receipt of all required documentation for projects logs for customer sales in CRM. Works with the PAC specialists to design and maintain lighting programs, cross reference sheets, product



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selectors, and other internal and external lighting tools. Supports some direct customers and end-users in all aspects of sales.

Project management. Assists in the facilitation and follow-up with ongoing projects and quotations to secure the order or determine loss of order reasoning. Escalates pricing or other issues to the PAC Specialists as necessary.

Quotations. Manage and prioritizes customer inquiries communications in a timely manner. Issue timely and accurate quotations based on project deadlines and assist in pricing negotiations as needed. Generating quotations using a variety of methods while being accurate and timely (order entry, worksheets, and quotes form)

Effective communicator. The key to success is demonstrating strong verbal and written communication skills within a collaborative team environment.

Motivated individual and a strong team player. You have the ability to work independently and in a team environment which is essential to our success.

Continuous learner. Maintain the most up-to-date product knowledge to make product suggestions to customers

What You'll Bring To This Role?

- Diploma in an applicable technical specialty or equivalent combination of education and experience
- 2+ years of experience in the technical industry
- 3+ years of experience in a sales role or equivalent combination of experience.
- Experience giving formal presentations and product pitches



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- Intermediate computer skills with proficiency in MS 365, Office and comfortable with digital and technological tools, ie. Cloud-based, virtual platforms, ie. Teams, CRM, social media marketing
- Strong verbal and written communication skills, including facilitation skills of group presentation, in person or virtual
- Proven ability to form strategic partnerships, build relationships and respect cultural diversity; ability to be inclusive, collaborative, and respectful
- Reliable transportation is required

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.



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