

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 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 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, Lighting**, located in our Burnaby Office.

The ideal **Technical Inside Sales** candidate for the Lighting 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 lighting quotations, supporting documentation, and sales orders. The Technical Inside Sales, Lighting works closely with the Lighting Specialists to provide excellent customer service and monitor ongoing projects.

We're looking for experienced, out-going, and confident results-driven, ethical Technical Inside Sales Representatives 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. Hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m., 40 hours per week.

Burnaby Branch: 3935 2nd Ave, Burnaby BC. Although the Burnaby branch is the preferred location, but other E.B. Horsman remote branch locations will also be considered.

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
- **Sales management.** Coordinate receipt of all required documentation for projects logs for customer sales. Works with the lighting specialists to design and maintain lighting programs, cross reference sheets, product 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 Lighting 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 including LED technology, lighting controls, energy-efficient lighting, and other new lighting products and technology.

What You'll Bring To This Role?

- A diploma in an applicable technical specialty or equivalent combination of education and experience
- 2+ years of customer service sales experience
- 1+ years of electrical or lighting industry experience
- Lighting product knowledge and expertise in lighting is a definite asset
- Basic mathematical skills
- Intermediate computer skills including MS Office Suite, and the ability to learn new technical software programs
- Can provide fast, efficient, and knowledgeable service to customers by interpreting their needs into EBH terminology
- Can foster strong relationships with customers, suppliers, and fellow EBH staff
- Possesses strong organizational and interpersonal skills

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.