



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:

We are currently seeking to fill a **Technical Inside Sales role in our Process Instrumentation, Automation, and Controls** division for our Surrey Head Office. The Technical Inside Sales is responsible for building positive relationships with customers by generating accurate quotations and sales orders. Who works closely with Business Development to provide



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excellent customer service, prevent potential customer issues, and monitor ongoing projects.

Position Type/Schedule

This role will be a hybrid role. This is a full-time position, Monday-Friday. 40 hours per week.

Work Location: 19295 25th Ave, Surrey B.C.

What are the Key Accountabilities?

- **Customer Service.** You will receive a high level of quote requests, inquiries from customers therefore having the ability to engage and build relationships in a meaningful and professional manner is vital.
- **Team Work and Collaboration.** You will be collaborating with vendors, manufacturers, and our internal staff at the Branch to provide expertise or for order processing.
- **Solution-Oriented.** You will be communicating with customers to determine appropriate solutions to troubleshooting, pricing, and product mix. This also includes vendor documentation and certifications.
- **Technical Expertise.** Demonstrated knowledge who enjoys hands-on work with process, instrumentation, automation, and controls.
- **Problem Solver.** You are an innovative problem solver that is flexible, adaptable and positive
- **Continuous Improvement.** You have a passion for excellence and continuous learning



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What You'll Bring To This Role?

- Diploma in an applicable technical specialty or equivalent combination of education and experience
- Customer service experience
- Technical expertise in the products and services provided by E.B. Horsman & Son
- Intermediate computer skills (MS Office) with the ability to learn new software programs
- Ability to communicate effectively verbally and written over the phone and emails
- Ability to prioritize multiple tasks and work well under pressure while maintaining a good attitude
- Ability to read fine print
- Competencies must include negotiation skills, networking, and relationship building, planning and organizing, problem-solving and results orientated
- May be required to travel to customer locations and supplier locations and training
- Ability to be inclusive, collaborative and respectful
- Ability to work under time-sensitive project deadlines
- Ability to adjust to heavy periods of workload, maintain concentration and detail orientated while working through frequent interruptions
- Ability to maintain a professional and positive phone demeanor
- Ability to sit at a desk for 8+ hours per day
- Basic mathematical skills



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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.



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