

## INSIDE SALES REPRESENTATIVE

Direct Supervisor:        Inside Sales Manager

### Job Summary

The successful candidate will be responsible for supporting general sales activities from the company's headquarters. Strong decision making capabilities and being pro-active towards resolving customer issues in view of generating leads and closing sales are key attributes.

### Job Descriptions

- ✓ Regular follow up with customers to encourage and support the use of our manufactured and resell products
- ✓ Ability to maintain close ties with different types of contacts (technicians, owners, purchasers...)
- ✓ Outbound calls to get information on existing and future customer projects
- ✓ Promote and issue quotes for Distech Controls peripheral products
- ✓ Use CRM database to follow up with customers and outside sales, as well as quantify results
- ✓ Lead processing and dispatching through CRM
- ✓ Help customers with their information research when required
- ✓ Regular interface between the customers and internal departments
- ✓ As needed: Order processing, software activations for customers
- ✓ Possible participation in conferences and trades shows

### Qualifications

#### Essential:

- ✓ College degree in: Administration/Marketing or Electronics/HVAC
- ✓ 3+ years related experience in technical sales/service with an electronics manufacturer/distributor
- ✓ Languages: Both English and French
- ✓ Superior spoken and written skills required.

#### Asset:

- ✓ Knowledge in HVAC or BAS / Valves and actuators / VFDs
- ✓ Knowledge of LonWorks and / or BACnet communication protocols

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<b>Profile</b>
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**Essential:**

- ✓ Structured and organized in ones work
- ✓ Leadership and independence.
- ✓ Excellent interpersonal communication skills
- ✓ Concerned with the satisfaction of the client

**Important:**

- ✓ Courteous with a positive attitude
- ✓ Resourceful and capable of handling multiple simultaneous tasks