



JOB POSTING

Position:	Hydronics Inside Sales
Reports to:	Hydronics Supervisor
Location:	Vaughan – Galcat Head Office
Overview:	Hydronics Inside Sales is responsible for ensuring that all customer orders via phone, email or fax are managed and processed in a timely manner. This role is a front line customer service representative for all external customers and is critical to the sales process cycle which includes providing pricing, checking stock and meeting the delivery requirements in order to meet the customers' expectations.

Duties and Responsibilities:

- Building and maintaining relationships with existing customers by offering product knowledge and assistance for their daily requirements.
- Designing hydronic systems including Heat Loss/Gain and Sizing Calculations, Mechanical Room Layouts, and Loop Layouts using various tools like Excel and AutoCAD.
- Must be comfortable proactively calling sales leads and selling company brands.
- Work well in group atmosphere and be willing to express thoughts and ideas to increase sales.
- Highly motivated and work well in pressure situations.
- Assist order desk in handling all incoming phone and e-mail customer care issues.
- Work with purchasing and quotations departments to ensure timely delivery of both material & pricing.
- Work with Shipping/Customer Service to ensure customer delivery needs.
- Purchase non stock material and arrange pick-up in accordance with customer expectations through Vendor Pick-ups notices.
- Regularly complete Customer Complaint forms.
- Manage sometimes difficult and emotional customer situations.
- Present and maintain active role and involvement in Inside Sales/Order Desk meetings.
- Proactive follow up on orders/quotations and requests.
- Any other duties as required.

Requirements/Qualifications:

- 2 + years of previous experience in a similar role is required.
- Strong product knowledge of hydronic supplies is required.
- Excellent customer service skills is required.
- Multi-tasking skills with the ability to manage various orders and activities.
- Computer Literate in Microsoft Office.
- Team oriented – ability to work well with others.
- Excellent written and verbal communication skills.
- Excellent organizational skills and attention to detail.
- Ability to react quickly and provide solutions to problems.
- High sense of urgency and strong work ethic.
- Ability to remain strong under pressure and provide logical solutions.

For consideration, please apply online. As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workplace built on respect that reflects the communities we serve. We thank all applicants for their interest in NEXT Supply but only those selected for an interview will be contacted.

We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.