



JOB POSTING

Job Title:	HVAC Technical Training and Support Manager
Department:	Sales and Marketing
Location:	Burnaby, BC
Reports to:	HVAC Commercial Sales Manager

About us

Refrigerative Supply Limited is a wholesale distributor of equipment and parts to the HVAC & Refrigeration trade. Founded in 1948, we have been serving Western Canada through 15 branches and pride ourselves on having exceptional customer service, knowledgeable staff, and a well-stocked inventory.

Scope of the position

Refrigerative Supply's Technical Training and Support Manager is responsible for establishing and promoting relationships with customers, suppliers and RSL staff aimed at our mutual growth and profitability. In order to assure future business and profitability, the foundation of that relationship will be based on integrity, trust and credibility. The primary functions of the position are to establish HVAC training curriculums required by RSL staff and customers; perform and manage training sessions, supervise the technical support staff in each region, including the assessment of their skills and additional training that may be required. The position requires an excellent understanding of all commercial and residential HVAC equipment sold by RSL, with a focus on York and Fujitsu, along with strong technical training, communication and presentation skills.

Duties and Responsibilities

- With assistance from our suppliers, create and launch the residential and commercial HVAC training programs for RSL staff, customers and engineers.
- Establish an annual training calendar with input from the sales team.
- Schedules training sessions, manages enrollment, measures course effectiveness.
- Appoint and develop a RSL TSA to perform the Fujitsu Airstage 2-day contractor training.
- Identify the technical and sales training needs of our staff and customers.
- Provide technical training to RSL staff, contractors and engineers as required in the province.
- Review existing training materials to determine effectiveness and relevance.
- Provide assistance and support to RSL staff and customers, such as site visits and troubleshooting of service and install issues.
- Request and review start-up sheets to assist in troubleshooting.
- Contact customers regularly to provide on-going technical service information on new and existing products.
- Remain current with new product developments and diagnostic tools through ongoing training and education from our suppliers.
- Develop and retain long-term relationships with customers, suppliers, engineers and RSL staff.
- Proactively seek opportunities to become the preferred supplier of commercial and residential HVAC equipment.
- Demonstrate consultative/solution selling skills.
- Participate in professional organizations, conferences, networking events and tradeshow.
- Travel within Canada and the US to our branch, customer and supplier training locations as required.
- Represent Refrigerative Supply Limited in a professional manner at all times.
- Actively lead and participate in process improvement initiatives.
- Ability to perform other duties as assigned by RSL.

People Management

- Provide effective leadership, direction and coaching to the RSL Technical support staff in each region to ensure they have the tools and skills to perform their job successfully.
- Assist the Branch Managers with the annual performance evaluation and take necessary action if performance falls short of expectation.
- Foster a collaborative, respectful and team-oriented work environment.
- Ensure we have outstanding talent; people who consistently deliver results and fully represent our brand.

Skills and Qualifications

- Experience:
 - 8+ year's minimum in a leadership or related role in HVAC/R industry
 - Commercial/Wholesale distribution and technical knowledge in HVAC/R industry experience required.
- Must have excellent knowledge of HVAC systems and related troubleshooting skills.
- Possess current Refrigeration, air conditioning ticket.
- Technical training experience.
- Outstanding business development acumen with the ability to deliver compelling technical and sales training presentations.
- Demonstrated ability to influence the market at key levels.
- Exemplary customer service skills.
- Effective understanding of RSL computer system relating to order processing, quotes, inventory and warehousing functions.
- Must be proficient with computer software such as PowerPoint and Microsoft Office in addition to various suppliers' design software.
- Results driven, ability to handle multiple tasks, energetic and self-motivated.
- Effective listening, communication (verbal and written), presentation and negotiation skills.
- Professional business acumen, demonstrated integrity and ethical standards.
- Strong interpersonal skills and collaborative management style.
- Manages time effectively and adapts quickly to changing priorities with proven results.
- Ability to travel within Canada and the US to our branch, customer and supplier training locations as required.

Not just a job, a career opportunity!

Leading in the air conditioning, refrigeration and heating sectors for more than 70 years, we know that talented people are essential to maintaining our success in the future. Refrigerative Supply provides an environment where employees leverage their skills, talents, experience and interests to grow professionally & build rewarding careers.

How to apply

Please send your cover letter and resume to hr@rsl.ca with the position title in the subject line.

Refrigerative Supply is an equal opportunities employer. We would like to thank all applicants for their interest; however, only those selected will be contacted.