

JOB POSTING

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| Job Title: | HVAC Technical Sales Support and Training – Alberta Region |
| Department: | Sales |
| Reports to: | Branch Manager |

About us

Refrigerative Supply Limited (RSL) is a wholesale distributor of equipment and parts to the HVAC & Refrigeration trade. Founded in 1945, we have been serving Western Canada through 14 branches and pride ourselves on having exceptional customer service, knowledgeable employees, and a well-stocked inventory.

Scope of the position

Refrigerative Supply’s Technical Sales Support and Training position is responsible for establishing and promoting relationships with customers and RSL employees 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 function of the position is to provide technical support and training to our customers and employees. The position requires an excellent understanding of all HVAC equipment sold by RSL, with a focus on York, Fujitsu residential and commercial equipment, along with strong technical training, communication and presentation skills.

The direct responsibility for supervision comes from the Branch Manager and Technical Support and Training Manager. This role requires a balance between sales and branch responsibilities coordinated by the Branch Manager.

Duties and Responsibilities

- Develop and retain long-term relationships with customers, suppliers, engineers and RSL employees.
- Remain current with new product developments through ongoing training and education from our suppliers.
- Attend sales meetings and supplier training sessions on a regular basis, to acquire the skills necessary to meet the needs and expectations of our customers and RSL team.
- Proactively seek opportunities to become the preferred supplier of commercial and residential HVAC equipment.
- Provide technical training to RSL employees, contractors and engineers as required within the province.
- Provide assistance and support to RSL employees and customers, such as site visits and troubleshooting.
- Contact customers regularly to provide on-going technical service information on new and existing products.
- Participate in professional organizations, conferences, networking events and tradeshow.
- Provide back up for sales when needed.

Skills and Qualifications

- Minimum of 5 years HVAC technical experience
- Journeyman Certification required.
- Must have excellent knowledge of HVAC systems.
- Must have demonstrated HVAC related troubleshooting skills.
- Outstanding business development acumen with the ability to produce and deliver compelling technical and sales training presentations.
- Demonstrated consultative/solution selling skills and proven ability to influence the market at key levels.
- Excellent initiative and interpersonal communication skills.
- Exemplary customer service skills.

- Understanding of ERP and other systems relating to order processing, quotes, inventory and warehousing functions preferred.
- Results driven, ability to handle multiple tasks, energetic and self-motivated.
- Proficient with Microsoft software includes: Microsoft Office, Excel, PowerPoint
- Experience with other computer systems/programs Examples: manufacturer/supplier programs and websites.
- Ability to travel within the province and to 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 and build rewarding careers.

How to apply

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

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