



More than a supplier... A solution!

## Career Opportunity

Permanent • full-time • based in Markham

**PRO KONTROL** is the largest wholesaler in electrical, electronics and pneumatic controls for commercial systems in Canada. We sell products and **customized solutions** to solve **Regulation problems in the HVAC** industry. PRO KONTROL's goal is to always give you first-class quality service. We are committed to keep a large selection of diversified products and accessories in inventory and to build a business relationship based on confidence and the achievement of common goals. For those reasons, PRO KONTROL has been showing consistent growth for 30 years. We are currently looking for dynamic candidates to fill the following position:

### Technical Inside Sales (HVAC/Control)

The Technical Inside Sales Representative must advise customers in their choice of HVAC controllers, process orders and make follow-up. Everything must be done by providing fast and precise customer service and by looking continually for opportunities to offer added value for walk-in customers and for customers over the phone or dealing with other media.

**Main tasks and responsibilities:**

- Welcome customers and answer phones
- Assess customers' needs and conduct searches according to needs
- Develop proposals according to customers' needs and forward to customers
- Inform customers on new, existing and substitution products to maximize sales
- Ensure that displays are always well replenished, clean and that rotation is done regularly
- Issue purchase orders, invoices and order confirmations
- Perform various reports and follow up: proposal, orders, promotions, new products
- Apply procedures for RMA, justify RMA and issues credit notes
- Send new accounts request for new customers
- Open and close Branch (computers, maintenance, stock disposal, locks)
- Help warehouse clerk for order preparations and delivery when required
- Participate to training, conventions and Trade Shows and Branch meetings

**Requirements**

- College diploma in building systems, Mechanical, Electronics or a related field
- 0 to 2 years of experience in HVAC/Control field
- Good knowledge of the current office software + standard operating systems (Windows, Word, Excel, etc.)

**Competencies**

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| <ul style="list-style-type: none"> <li>▪ Strong team player</li> <li>▪ Sense of responsibility</li> <li>▪ Judgement</li> <li>▪ Initiative</li> </ul> | <ul style="list-style-type: none"> <li>▪ Organizational skills</li> <li>▪ Be motivated and punctual</li> <li>▪ Demonstrate desire and learning ability</li> <li>▪ Reaches good work speed</li> </ul> |
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*We offer a **competitive salary range** and a **full insurance plan**. **Parking is available** as well as **public transit within walking distance**. All of Pro Kontrol branches provide **complimentary hot beverages**.*

*Pro Kontrol offers all its employees **personalized training** and a **pleasant working environment**. **Loyalty, integrity and respect** are part of the company's values. We pay for **tuition fees, training materials, conferences and seminars participation fees**.*

**You're part of the solution!** We invite interested candidates to apply by submitting their resume to: [resume@prokontrol.com](mailto:resume@prokontrol.com)



**YOU'RE PART OF THE SOLUTION!** Dartmouth Markham Québec Longueuil Laval