



Inside Sales Job Description

Total HVAC's team is growing! If you are a committed, enthusiastic, problem solving, and collaborative professional looking to contribute to a hard-working, professional, and knowledgeable team, this opportunity is for you.

About us:

Total HVAC has been a leader in the supply of commercial heating, ventilation, and air-conditioning equipment in Eastern Ontario for more than 25 years. We pride ourselves on giving our customers, be they contractors, consultants, or end-users a value-added experience from start to finish for all our products and solutions. We are known for our exceptional response time, system and equipment knowledge, and professionalism. It is our mission to make lives better by providing an unparalleled HVAC equipment purchasing experience and to be the most respected and admired HVAC employer and supplier in our market. Our core philosophies of teamwork, professionalism, and balance help create a great place to work and a great team that is enthusiastic to work with you on all your projects.

Summary of the role:

Reporting to the head of Inside Sales/Project Management, Inside Sales employees are responsible for ensuring the smooth flow of projects from start to finish. These duties include helping the engineering sales team with project acquisition, from take-offs, proposals, tender closings and follow-up negotiations; Project fulfilment, including coordinating with contractors, shop drawings, order entry, shipping, start-up and warranty; Along with any other office duties that will improve the efficiency of the team.

Duties and responsibilities include but are not limited to:

- Participate in weekly inside sales/ project management meetings
- Ensures the Total HVAC Inc. safety policy guidelines are followed
- Maintain and update project files
- Develop project schedules and oversee the maintenance, progress, and issuance of schedules
- Updating of spreadsheets and other essential information to maintain project documentation
- Fully understand the project scope and manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Ensure that all projects are delivered on time, within the scope and budget
- Perform risk management to minimize project risks
- Address all relevant issues with the appropriate correspondence in a professional manner
- Meet budgetary objectives and adjust project constraints based on financial analysis with the assistance of the salesperson
- Invoicing is done in an accurate and timely manner, according to the payment terms
- Liaison with architects, engineers, general contractors, subcontractors, and tradespersons
- Update job knowledge by studying new products and participating in educational opportunities
- Maintain and improve quality results by following standards and recommending improved policies and procedures
- Establish and maintain relationships with third parties/vendors, the clients, and all stakeholders
- Represent Total HVAC. in a professional and fair manner
- Other duties deemed appropriate

**Competency requirements:**

- Adaptable to change and Open-Minded
- Customer Focused
- Continuous Learning
- Holds Self and Others Accountable
- Problem Solving
- Teamwork and Collaborative
- Values and Respects Others
- Strong Technical, Interpersonal, Organizational skills and Detail Oriented
- Excellent Decision-Making

Educational requirements:

- A degree or Diploma in Mechanical Engineering or a related field is considered an asset

Work experience requirements:

- 2-5 years of experience in a related field is considered an asset

Skills, abilities, and other requirements:

- French/English bilingualism is an asset
- A working understanding of HVAC systems, their purpose and function
- Must possess strong verbal, written, analytical, and persuasive skills and the ability to communicate and interact with all levels of customers, employees, and management
- Basic knowledge of building systems and their operation
- Basic knowledge of QuickBooks is an asset
- Construction scheduling, planning, and execution; Construction drawing analysis
- Basic AutoCAD knowledge
- Applicable local and provincial building codes; Previous construction site experience is an asset
- Demonstrated understanding of scheduling, job costing and project tracking is an asset

Proficient user of:

- MS Office (Word, Excel, Outlook, PowerPoint, Teams)

Perks and Benefits

- Benefits Plan
- RRSP Matching program
- Profit-sharing
- Cell phone allowance

Total HVAC welcomes and encourages applications from persons with disabilities.

Accommodations are available upon request for candidates taking part in all aspects of the recruitment and selection process. Please forward resumes or questions to careers@totalhvac.com