

## **Inside Sales Representative - Hydronics – Regina**

Aquifer Distribution Ltd. is looking to add an additional Inside Sales Representative with a focus on hydronics to our growing team in Regina. This position requires significant knowledge of hydronics with a focus on providing superior customer support. The ideal candidate will have experience designing hydronics systems with a strong sales and customer service background.

### **Who we are:**

Aquifer Distribution Ltd. is a retail and wholesale plumbing, water treatment, water systems, municipal waterworks, pumps, and HVAC distributor. Our mission is to provide the highest level of personal customer service to our customers while being the most complete one-stop company in our market. Our group of companies was founded in 1968, and we are proud to be an independent Saskatchewan founded, owned and operated company focused on our customers, staff, and community.

### **Responsibilities:**

- Design of hydronic systems.
- Placing in-person or phoned-in customer orders, retrieving product, and arranging for shipping if required.
- Ensuring up-selling or cross-selling opportunities are taken to improve customer service and meet customer needs.
- Respond to all calls in a courteous and professional manner.
- Greet customers in a friendly way, responding quickly, and assisting them with questions and/or needs.
- Filling requisitions, work orders or requests for product effectively and efficiently.
- Ensure showroom is accessible and safe for employee and customer traffic.
- Make outbound follow-up calls to existing customers via telephone, in person, or email.
- Handle inbound, unsolicited prospect calls and convert them to sales.
- Ensure follow-up with calls-to-action, dates, complete profile information, sources, and so on within CRM system.
- Ensure sales reports on all customers within assigned territories are completed.
- Where necessary, support company marketing efforts such as trade shows, exhibits, and other events.
- Emphasize product/service features and benefits, quote prices, discuss credit terms, and prepare sales order forms and/or reports as required.
- Collaborate with Sales Managers to determine necessary strategic sales approaches setting goals by product line.
- Enter new customer data and update changes to existing accounts in the CRM including any customer discounts.
- Submit quotes or RFP responses to potential customers where possible.
- Build and maintain an ongoing awareness of new products and services, competitor activities and other research.
- Ensure freight costs are covered as per company policy on all customer products and manage customers within credit terms and limits.

- Ensure warranty and customer returns/credits are handled properly, in a timely manner and in accordance with company policy.
- Assist the purchasing department with the management of inventory levels, monitor and assist with the slow moving and/or dead inventory as requested.
- Quotes and customer pricing must meet minimum profit margins as determined by targets established.
- Communicate, investigate and troubleshoot customer service issues with management as they come up in a timely and professional manner.
- Ensure all required reporting is completed in a timely manner. Maintain accurate records including, but not limited to, sales call reports, expense reimbursement forms, billing invoices, and other documentation.
- Attend periodic sales training where applicable or as requested.
- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner.
- Work collaboratively with the rest of the sales team, covering responsibilities and customers, working together to achieve revenue and margin targets and to grow and expand the business.
- Ensure proper opening and shut down procedures for all offices and compound areas are completed.
- Assist to keep all work areas clean and professionally presented to our customers.
- Perform other duties as assigned.

**Requirements:**

- Experience designing hydronics systems
- Formal education in hydronics preferred
- Sales experience preferred
- Valid drivers license required
- Basic computer skills
- Minimum grade 12 graduate

**What you can expect from us:**

- Benefits
- Matching RRSP Plan
- Casual dress
- Bonus programs

Interested applicants can forward their resume and cover letter to [careers@aquiferdist.com](mailto:careers@aquiferdist.com). Please indicate the position you are applying for in the subject line of the e-mail.