

Job Title: Inside Counter Hydraulic Sales Representative

Department: Sales

Role:

We are seeking a highly motivated and results oriented **Inside Hydraulic Sales Representative** to join our growing team. The ideal candidate will possess a strong technical understanding of hydraulic components, hose, and fittings, along with excellent customer service and communication skills. This role involves a combination of counter sales, technical support, and order fulfillment duties.

Essential Duties and Responsibilities:

- **Customer Service:**
 - Provide exceptional customer service to walk-in and phone inquiries.
 - Build strong relationships with existing and potential customers.
 - Accurately assess customer needs and provide appropriate product recommendations.
 - Resolve customer issues and complaints promptly and effectively.
- **Sales:**
 - Prepare accurate and competitive quotes for customers.
 - Process orders and ensure timely delivery.
 - Achieve sales targets and contribute to overall team performance.
 - Identify and pursue new sales opportunities.
- **Technical Support:**
 - Provide technical assistance to customers on hydraulic systems and components.
 - Assist with the selection and sizing of hydraulic components.
 - Fabricate and assemble hose as per customer request.
- **Order Fulfillment:**
 - Assemble hoses and fittings according to customer specifications.
 - Maintain inventory levels and ensure accurate stock counts.
 - Ensure the cleanliness and organization of the work area.

Qualifications:

- **Education:** High School Diploma or equivalent required. Technical or vocational training in hydraulics preferred.
- **Experience:** 2+ years of experience in hydraulic sales or a related field is preferred.
- **Technical Skills:**
 - Strong understanding of hydraulic principles and components (pumps, motors, valves, cylinders, etc.)
 - In-depth knowledge of hose and fitting assemblies.
 - Proficiency in using hydraulic schematics and diagrams.
 - Ability to use measuring and diagnostic tools.

- **Other Skills:**

- Excellent customer service and communication skills (both verbal and written).
- Strong interpersonal and problem-solving skills.
- Ability to work independently and as part of a team.
- Proficiency in using computer software (CRM, ERP, Microsoft Office Suite).
- Strong attention to detail and accuracy.

Total Rewards:

- **Salary:** Based on experience
- **Benefits:** 2 Weeks Vacation, 3 Floating Holidays, 10 Statutory Holidays, Christmas Shutdown, Shared Comprehensive Group Benefits, Group Deferred Profit Sharing Plan (DPSP)
- **Work Schedule:** Monday - Friday (flexible start/end time)
- **To Apply:**

Please visit <https://eastcoasthydraulics.ca/careers/> to submit your application, or email jobs@eastcoasthydraulics.ca