
Position **Inside Sales Specialist – Aviation Ground Fueling Equipment**

Department **Sales**

Locations: **Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, Atlantic Region and Quebec**

Scope

As the front line of NEE's Aviation Ground Fueling market sales team, the Inside Sales Specialist is responsible to provide Inside Sales duties and Customer Service related responsibilities. Key responsibilities include working cooperatively with the branch sales teams and operations across Canada to maximize sales, customer satisfaction and purchasing functions.

Primary responsibility includes product line technical support for Aviation Ground Fueling technologies in Commercial and Military flight operations.

Responsibilities & Accountabilities

- **Customer Service:** Provide professional effective and efficient day-to-day solutions and customer service to Aviation Ground Fueling customer base, including but not limited to inquiries, quotations, technical support, ordering process and follow-up.
- **Purchasing:** Work with purchasing to ensure inventories and restocking patterns are sufficient to efficiently fill customer orders. Ensure restocking patterns evolve with customers' changing requirements.
- **Inventory Control:** Ensure that orders are shipped on time and inventory turns are maximized and controlled. Address any slow moving inventory concerns. Ensure that inventories are kept up to date. Discuss, develop and implement any ideas or plans to meet the targeted Inventory Turns or Delivery programs.
- Run and review reports – checking for discrepancies, omissions, and errors. Address any concerns resulting from the reports. Review the back order report, and overdue purchase order report on a regular basis and address any concerns.
- Promote sales of Company products and source products for supporting national sales initiatives.
- Communicate with the Regional Vice Presidents about issues that arise that could affect customer service.
- Assist with handling warranty returns.
- Assist the service department as required
- Conduct other activities, as required from time to time
- Comply with Company policies and procedures.

Qualifications

- Minimum of 5 years experience with Aviation Ground Fueling support equipment in either commercial airport or military flight operations.
- College diploma, preferably in a technical discipline, or equivalent work experience
- Proven time management and organizational skills
- A strong interest and motivation for building relationships with customers, outstanding interpersonal skills
- Must be able to work in a demanding environment, and enjoy learning new concepts and products
- Strong problem-solving ability, particularly relevant in managing customer accounts
- Exceptional communication skills (written/verbal)
- Microsoft Office (Excel, Word, Outlook) is an asset

Please forward resumes to hr@nee.ca