

Account Manager - Residential Division



Job Code
ACCMGRES

Job Description Title
Account Manager - Residential Division

Job Details

Location: British Columbia

Job Type: Full Time

Position Summary

Position Vacant: Yes

AI Being Used to Recruit: No

Salary Range: \$70K - \$100K

The Account Manager Residential supports and promotes sales of residential and light commercial products. Provides administrative, technical, and customer support to the Residential and Light Commercial HVAC sales team. This role ensures accurate quoting, product coordination, and exceptional customer service to contractors, dealers, and internal sales team. The position plays a key role in supporting sales growth, improving response times, and maintaining strong customer relationships. This position reports to the Senior Account Manager, HVAC Division, BC.

Key Responsibilities

- Achieve assigned sales goals for residential and light commercial products.
- Generate leads, bid and win all projects involving residential products.
- Responsible for achieving branch sales goals for projects involving residential and light commercial products.
- Manage existing contractors and dealers by nurturing relationship for sales growth.
- Develop new dealers for sales growth.
- Increase rebate driven business.
- Represent in various marketing initiatives, such as homes shows and more...
- Follow up on quotations, orders and customer requests.
- Maintain up-to-date knowledge of product lines, specifications, and applications.
- Provide contractors with all needed support, act as their custodian and grow our business with them.
- Respond to customer inquiries related to HVAC products, pricing, availability, and lead times.
- Track order status, back-orders, and deliveries; communicate updates to customers and sales staff.
- Takes care of product substitutions and cross-referencing when required.

- Collaborate with operations, warehouse and finance to ensure smooth order fulfillment when needed.
- Prepare the quotes for residential and light commercial products as required.
- Prepare monthly sales reports and any other reports as needed.
- Perform other duties as assigned at different times.

Qualifications

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- Bachelor's degree, diploma OR Technical Trade qualification in a related field preferred.
- Minimum 4 years of sales experience, preferably in the HVAC industry.
- Minimum 3 years of experience dealing with the HVAC contractors.
- A good technical knowledge of heating and air-conditioning systems.
- Open to work flexible hours and in highly demanding work environment.
- Ability to read and comprehend architect and engineer drawings.
- Ability to communicate effectively to a diverse group of people.
- Proficient with PowerPoint, Excel, Word and other Microsoft Office Products.
- Self-motivated, a team player with the ability to also work independently.
- Excellent organization skills.
- Excellent customer service skills

Education Requirements

Min/Preferred	Education Level	Description
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Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
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Accommodations will be available upon request for persons with disabilities.