

Sales Administrator – Distribution Region

Job Code: SA-DR



Job Details

Location: Ontario
Job Type: Full Time

Position Summary

As "Sales Administrator – Distribution Region" for Mitsubishi Electric Sales Canada Inc. HVAC Product Sales Division, you are responsible for managing purchase orders received from distributors as their primary point of contact. Assist with product assignment and collaborate with supply chain and other departments as required to provide the Distributors with the timely and accurate information about product availability and purchase order process and order acknowledgement. The position reports to the Director of Sales - HVAC Product Sales Division. This post demand intense coordination with MESCA Sales Manager(s) for distributors and their team along with Supply chain and product team to successfully discharge the responsibilities.

Key Responsibilities

- External Client Relationship Management: Building and nurturing strong, long-term relationships with distributors project manager(s) and purchasing department.
- Internal team coordination: With sales, product, and supply chain. And direct sales office in BC-YK.
- Processing: Review distributors purchase order(s) and pass on accurate purchase orders to supply chain for order acknowledgement and processing. Share order confirmation with distributors.
- Compliance: Primary point of contact for order receiving and order change requests and inform supply chain to act accordingly. Liaison with sales team to get open quote update(s), screen project quotes for accuracy and approvals and forecast planning in conjunction with sales team.
- Project Coordination: Collaborating with internal team(s) to ensure the timely and successful delivery of products and services according to client requirements. Monitor order statuses and follow up with relevant departments as needed.
- Performance Monitoring: Tracking performance metrics and preparing regular reports on these metrics for internal and client review.
- Problem Solving: Addressing any issues or challenges that arise in the relationship or service delivery and finding effective solutions promptly and proactively inform sales teams of any delays or issues and counter measure recommendations.
- Follow up with supply chain to get order confirmation and updated delivery schedule to share with distributors.
- Client Feedback and Improvement: Gathering feedback and identifying areas for improvements to ensure availability of products in timely manner and provide feedback to supply chain.

- Customer Service: Providing support to customers regarding order status, delivery schedules, and any issues that may arise during the order process.
- Data Analysis and Reporting: Analyzing performance metrics, generating reports, and identifying areas for improvement.
- Distributor Sales - Monitoring Distributors' stock levels and sell through reporting, analyze variances between actuals and their sales forecast at part number level.
- Other duties as assigned.
- Submit reports as requested by management.

Qualifications

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- Diploma in HVAC field is preferred with a preference for post-secondary education.
- Candidates with HVAC sales experience will be an asset.
- Minimum 5 years of experience in HVAC sales administration role.
- Strong verbal and written communication skills.
- Highly organized with the ability to multitask in a fast-paced environment.
- Detail-oriented and solutions-focused, with excellent problem-solving skills.
- Comfortable working with detailed information and numerical data.
- Collaborative collaborator, able to thrive in an open-concept office setting.
- Proficient in Microsoft Excel, Word, and Outlook, with a strong aptitude for learning new systems.
- Familiarity with order processes, internal systems, and documentation standards is an asset.
- Working knowledge of ERP system like SAGE and SAP.

Education Requirements

Min/Preferred	Education Level	Description
Minimum	2 Year / Associate Degree	Preferred a diploma in HVAC field with post secondary education.

Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
5	8	Experience in HVAC field with office environment. Experience as sales coordinator will be an asset. If candidate does not HVAC diploma but experience in HVAC office environment as sales assistant cum coordinator. Experience with our competition like York, Trane. Experience with HVAC distributors is preferred.

Accommodations will be available upon request for persons with disabilities.