

Product Specialist - Mississauga, Ontario

Safetek Profire's Mission:

Serving Those Who Keep Our Communities Safe

At Safetek Profire, we are looking for talented people to join our team who share our passion to serve.

We are looking for teammates with a proactive, never-fail attitude in the face of adversity, ambiguous situations, and individuals who thrive in a lack of managerial oversight. You must be curious and willing to learn and have the ability to work and motivate yourself independently while also working with teammates for the benefit of our customers and the team. If you are a self-motivated team player with a positive attitude, who understands and values customer satisfaction, we'd love to hear from you.

About the Position

Customer Service is at the forefront of how we create memorable experiences for our customers. You will serve as the point of contact and customer's guide through the purchasing process, from configuration, inspections, delivery and beyond. The focus will be to help customers seamlessly purchase vehicles while supporting their needs for their entire journey with Safetek Profire. Your day-to-day responsibilities will include supporting customers through meetings, phone, email, chat, and SMS. We're looking for someone who has a passion for people and is eager to take every opportunity to over-deliver when it comes to interacting with our customers.

This is what you'll do

- Managing relationships with existing accounts and keeping Safetek Profire top of mind
- Conducting pre-construction meetings, pre-paint, and final inspections with customers locally and at our manufacturer's locations in the USA (post COVID)
- Sharing customer feedback with our sales, parts, and warranty teams for continuous improvement
- Attending regional trade shows in your local area (post COVID)
- Regular travel to the United States for customer trips, trade shows, and training (post COVID)
- Reviewing public purchasing documents (tenders, RFP's etc.) to assist our bid team in creating specifications
- Complete necessary administrative work, including change orders, delivery checklists, and inspection notes
- Support our marketing department in developing targeted marketing strategies
- Carry out product demonstrations for customers.

This is what you'll need

- 3+ years of sales experience providing outstanding customer service
- Adaptive and solutions-based approach to selling
- Engaging and confident presentation style
- Excellent written and verbal communications skills
- Ability to work autonomously
- Results driven without compromising quality
- Obsessive about details
- Able to take accountability for tasks and execute flawlessly
- Influential leader with strong networking skills
- Thrives in a dynamic environment
- High level of ethics, values, integrity, and trust
- Valid Ontario DZ Driver's License or willing to obtain within 6 months of employment
- You must hold a valid passport and be able to travel to the USA

Wage and benefits

We offer a competitive compensation packages on certifications, skills, knowledge and experience. Additionally, we have a great benefits package including an RRSP program.

Please submit your resume and cover letter explaining why you'd like to join our team and why you would be a great fit to careers@firetrucks.ca

For more information please visit us at firetrucks.ca.