



**EMPLOYMENT OPPORTUNITY:
SALES & CUSTOMER RECEPTION COORDINATOR**

Job Description:

Rhyno's has a successful 42 year track-record in HVAC/R, and we've added Plumbing and Sheet Metal fabrication to better serve our customers. Our team of Red Seal specialists in HVAC/R, Oil, Gas, Plumbing, and Sheet Metal grows as we add to our Apprentice team every year. With our mentoring, quality, and safety programs, we keep raising the bar on performance. Strong Administration, Sales & Marketing, and Service Operations teams support our amazing field technicians and our growing customer base.

We are looking for a sales coordinator to deliver the desired customer service experience for a maternity leave (with potential for extension based on growth). Our goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability while consistently following Rhyno's core values.

Responsibilities and Requirements:

Responsibilities:

- First person to answer incoming calls, general email, and social media accounts.
- Confidently educate customers on the products and services we offer and discuss available options with potential and existing customers.
- Consistently display a high level of professionalism while delivering superior customer service.
- Produce and send letters to customers following installations.
- Track and report key performance metrics for the Sales & Installation Teams.
- Prepare reports for Management Team on routine and ad-hoc basis.
- Participate in annual Home Shows and other Marketing events.
- Promote warranties and produce customer documentation upon the sale of a warranty.
- Schedule sales team appointments and customer installations and manage installation logistics.
- Enter information into CRM and produce routine and ad-hoc reports for Managers.
- Create and submit newspaper advertising based on a defined marketing program.
- Assist outside marketing person as needed.

Requirements:

- University or College Degree. (High School with excellent experience will be accepted).
- Impeccable Communication Skills (phone, email, letter writing, presentations)
- Excellent customer service skills
- Microsoft Office.
- Ability to handle a demanding installation schedule.
- Ability to accept and adapt behaviours based on coaching program.

To apply:

Submit your application by email to JoinOurTeam@rhynosltd.com by November 9, 2018 at 5pm (AST). Please use Reference REF#2018-11-001