

ACI Instrumentation Limited

Inside Technical Product Sales Support

ACI Instrumentation Limited supply and provide application support for industrial process instrumentation product sensors and control devices. We are a manufacturer's representative for a core group of well established and technologically superior industrial process instrumentation products, providing our services within the industrial and municipal industry sectors across the Province of Ontario.

We are seeking an initiative-taking **Inside Technical Product Sales Support Representative** to join our team. In this role, you will be responsible for engaging with potential clients and nurturing existing relationships. Your primary goal will be to oversee technical inquiries, providing customers with beneficial product features in an effort to fulfill their needs by providing product application strategies and tailored solutions. The ideal candidate will possess excellent communication skills and the ability to work closely with our outside sales, marketing and our manufacturing principals' product teams to align strategies and ensure that our offerings meet market demands. This position offers a unique opportunity to work in a fast-paced environment where your contributions will directly impact the success of the business.

As part of our commitment to professional development, we provide training programs and opportunities for advancement within the organization. If you are enthusiastic about sales and want to be part of a supportive team that values your input and success, we would love to hear from you. Join us in our mission to provide exceptional products and services while exceeding customer expectations and achieving outstanding results together.

Responsibilities:

- Assist with creating proposals and quotes, ensuring technical accuracy.
- Provide technical product expertise to customers and sales team.
- Provide post-sales technical product support to customers.
- Collaborate with sales team to identify and recommend technical product solutions to meet customer needs.
- Response to sales leads; generate new leads through research, cold calling, and networking.
- Manage incoming inquiries and follow up with prospective clients.
- Maintain detailed records of interactions with clients in the Customer Relationship Management System (CRM).
- Attention to detail to ensure accuracy in order processing, documentation, and data management.
- Collaborate with the marketing team to develop effective sales campaigns.
- Stay current on industry trends and competitor products to provide informed recommendations to customers.
- Social Media Marketing; leveraging social media strategies to drive sales and enhance customer engagement.

Requirements:

- Proven to develop a solid technical understanding of the company's products and services.
- Excellent verbal and written communication skills.
- Strong problem-solving skills and ability to troubleshoot technical product issues.
- Familiarity with CRM software and ability to manage customer data.
- Ability to work collaboratively with our various manufacturers' feeder factories and outside sales team to ensure successful sales outcomes.
- Strong organizational skills and attention to detail.
- A results-oriented mindset with a passion for achieving goals.

Benefits:

- Competitive base salary plus commission on sales
- Comprehensive health, dental insurance plan
- Ongoing training and professional development opportunities

CONTACT: Angelo Valente @ E-Mail: valente@aciltld.ca

