



About US –

Over 60 years ago, we made our claim to fame on PRXB exhaust brakes and engine brakes for commercial truckers, loggers, and the military; providing product to hard-working men and women whose safety and lives depended on our product.

Today, we are North America's Tow-Haul Experts™. Our customers and dealers use Pacbrake products to get stuff done at work and to seek out fun and adventure. And they deserve truck accessories that deliver the level of Quality, Durability, and Value that only Pacbrake provides.

The ROLE -

We are seeking a **Technical Sales Representative** with strong knowledge of medium to heavy-duty pickup trucks and their towing and hauling requirements, including pain points and solutions.

Perhaps you are a past mechanic or fleet manager who is looking for a new opportunity? Regardless of your previous roles, the key is that you understand and have worked on, in, and under pickup trucks extensively. You will be able to prove your knowledge and experience to us along with your drive to work hard.

Working closely with Pacbrake's Inside and Outside Sales teams, you will uncover new dealers, jobbers, fleets, and other prospects for our products. You will educate potential customers on the benefits of carrying Pacbrake product lines and work to improve the mutual business benefits to both Pacbrake and the customer.

A valid Class 5 Driver's License is required. Knowledge of the Oil and Gas market vehicle fleet and on-site equipment requirements would be a major plus, but not required - be sure to highlight if you have this!

Responsibilities:

- ▶ Work with customers to define their needs (training will be provided)
- ▶ Responsible for handling incoming customer phone calls, emails, and chat requests in a professional manner and that customer needs are met to satisfaction
- ▶ Accept and process incoming web and phone orders while working within system guidelines
- ▶ Utilize CRM to manage relationships with customers in a fully transparent way
- ▶ Responsible for effectively communicating and promoting company products
- ▶ Able to provide some technical support/troubleshooting
- ▶ Responsible for handling customer complaints professionally, effectively, and efficiently
- ▶ Learn and understand all manufactured products at a technical support level
- ▶ Communicating with product vendors and shipping department to assure timely processing of third-party orders
- ▶ Researching and learning about new products
- ▶ Occasionally representing the company at shows and events
- ▶ Experience with e-commerce would be an asset
- ▶ Participate in internal and external events, staff outings, and other initiatives to continue to foster our engaging and positive work environment



About YOU -

- ▶ Strong knowledge of medium to heavy duty pickup trucks and their towing/hauling requirements, pain points, and solutions
- ▶ Hands on experience working on/under vehicles
- ▶ Experience in automotive troubleshooting and diagnosis would be an asset
- ▶ Valid class 5 driver's license
- ▶ Ability to multi-task under pressure
- ▶ Exceptional communicator
- ▶ Proven sales experience
- ▶ Exceptional time-management and teamwork skills
- ▶ Strong organizational skills to keep track of customers and their individual needs
- ▶ 2+ years' computer and internet usage experience

We PROVIDE —

- ▶ Competitive salaries
- ▶ Performance bonuses
- ▶ Extended health/dental benefits
- ▶ RRSP matching
- ▶ Tuition reimbursement
- ▶ Flexible schedules
- ▶ Regular company events (ex. Lunch BBQ's, sports game attendance, team building activities)
- ▶ Onsite gym

Salary range is \$50,000 to \$70,000/year, based on experience.

We are located in the Gloucester Industrial Park off the 264th exit in the township of Langley, BC, just blocks away from Highway 1. *Please note, there is no transit service to this area*

Please submit your resume and cover letter via email to hr@pacbrake.com (as a Word document or a PDF file). Please make sure to include the job title and website (i.e. Technical Sales Rep – Pacbrake.com) in the subject line of your email, along with salary expectations.

We thank all applicants, however, only those candidates selected for interviews will be contacted.