

The Chubb Fire & Security Difference...

Service Excellence

Technology Leadership

Focus on Quality

National Coverage

Single Point of Contact

A Name You Can Trust

Chubb Fire & Security provides an unparalleled portfolio of security and life safety solutions to Canadian institutions, businesses and residences. We deliver advanced solutions to many of the most demanding security and life safety requirements across the country. Our coast-to-coast coverage is provided through a team of experts sharing a common focus on service excellence. Our proven capabilities yield the ultimate in peace of mind to those that we serve.

Role Summary:

Our Ottawa branch is currently looking for a self-motivated, optimistic and skillful individual for the **Sales Support Specialist** role. Someone who has the ability to multitask and think strategically in-order to achieve sales objectives, where Customer and TEAM approaches are paramount to success! The primary focus of this position is to provide assistance and day to day support for the sales team and/or installation and service departments in the efforts to sell fire systems and preventative maintenance contracts.

Key Job Responsibilities:

- Administration of awarded Inspection Contract orders from Sales through to handover to Operations for scheduling and execution (i.e review order for details and compliance, create sub/supplier requisitions, log contract details for tracking, etc).
- Act as a liaison between the customer and the company on inbound telephone & email sales requests, pre/post sales and general inquiries.
- Screen and evaluate incoming customer sales requests for technical specifications, delivery, and pricing needs.
- Refer large-scale or complex requests to the appropriate salesperson.
- Collaborate with Sales and Operations to support contracts, orders and customer needs.
- Work closely with branch management, billing and collections department to help them identify and resolve AP claims, disputes, discrepancies and other issues (i.e creating, receiving and reconciling sub/supplier invoices & reports).
- Work with other departments to resolve outstanding issues.
- Assist in preparing detailed proposals, presentations and reports.
- Provide administrative support to the Branch as identified and directed by management.

Qualifications:

- Post-Secondary education in Business/Office Administration or related discipline.
- 2-3 years of experience in an administrative capacity or related industry experience.
- Relevant experience, preferably in the Life Safety industry.
- Knowledge of fire alarm systems is an asset – technical knowledge preferred.
- Familiarity with ULC Standards, Building Codes, NFPA and other life safety information.
- Proven solid customer relationship-building skills.
- Solid knowledge of PC based applications (e.g. Microsoft Office Suite, MAS, HP, JD Edwards).
- Ability to demonstrate and deliver superior customer service in a fast-paced and multi-tasking environment.
- Self-motivated; detail-oriented, with highly-developed organizational skills.
- Excellent verbal, written and presentation skills.
- Ability to work with minimal supervision.
- Bilingualism (English/French) would be an asset.

More about the position:**Our offerings include**

- Competitive compensation and benefit package
- RRSP matching
- Employee Discounts
- Learning and Development opportunities
- Reward and Recognition Program
- A culture of performance & accountability
- A supportive and positive team environment

Background Check Requirements:

As a condition of employment, this position may be subject to the successful completion of the following pre-employment conditions:

- Criminal Background Check
- Reference Check

How to Apply: Interested in joining a winning team? Please submit your resume by emailing it to ca_recruitment@chubbfs.com. **In the Subject Line, please indicate the following: Sales Support Specialist- Ottawa.**

We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted.

We are committed to a diverse and inclusive workplace for all. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment and selection process.