
Who We Are

O'Dell HVAC Group is a well-established HVAC equipment representative, partnering with engineers, building owners, and contractors throughout Canada. Our success is fueled by our people-first culture, where teamwork, innovation, and professional growth are at the core of everything we do.

Why Work for O'Dell HVAC Group?

At O'Dell HVAC Group, we are committed to a people-first workplace. We offer:

- Competitive Salary & Profit Sharing – We recognize and reward contributions to our success.
- Comprehensive Benefits, Health Spending Account, & RRSP Plan – We invest in your well-being and future.
- Professional Development – We support continuous learning and career growth for all roles.
- Company-Wide Holiday Shutdown – Enjoy paid time off during the holiday season.
- Summer Fridays! – Wrap up early on summer afternoons!

Compensation: \$65,000-\$75,000 annually

We are seeking an **Inside Sales Associate** to join our **Sales** team in our **Ottawa - Nepean Office**. Reporting to the Regional Sales Manager, you will support the sales process by responding to customer inquiries, preparing quotations, coordinating project opportunities, and working closely with customers, vendors, engineers, and internal teams. You will play a key role in ensuring opportunities progress efficiently from initial inquiry through order fulfillment while delivering exceptional customer service.

What You'll Be Doing

- Respond to customer inquiries and provide product, pricing, and lead-time information.
- Prepare accurate and competitive quotations, including support for special pricing requests and bid-spec tenders.
- Follow up on quotations and sales opportunities to support conversion and customer responsiveness.

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- Coordinate opportunities from initial inquiry through to successful order entry, ensuring a smooth handoff to Project Coordinators and Project Managers.
 - Liaise with customers, vendors, engineers, and internal teams to confirm project requirements and support project success.
 - Review project specifications and drawings to assist with product selection and pricing.
 - Track opportunities, timelines, and customer requirements, proactively identifying and escalating risks as needed.
 - Maintain accurate and up-to-date information within ERP and CRM systems.
 - Support the preparation of technical submittals, documentation, and drawing packages.
 - Communicate proactively with customers regarding order status, lead times, and product details.
 - Manage multiple priorities and respond effectively to urgent requests in a fast-paced environment.
 - Contribute to continuous improvement initiatives and support overall team efficiency.
 - Other responsibilities as assigned.

What You Bring

- Post-secondary education in Business, Engineering Technology, or a related field, or an equivalent combination of education and experience.
- Minimum of two (2) years of experience in inside sales, sales support, project coordination, or a related role.
- Experience within the HVAC, construction, mechanical, or building services industry is considered an asset.
- Strong proficiency in Microsoft Office (Word, Excel, Outlook, Teams), with experience using ERP and CRM systems; NetSuite experience is an asset.
- Ability to read and interpret technical drawings and specifications is an asset.
- Experience working with contractors, vendors, engineers, and customers.
- Experience preparing quotations, estimates, or supporting complex sales processes.
- Ability to communicate in both English and French is considered an asset.

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- Excellent organizational and time management skills with the ability to manage multiple priorities simultaneously.
 - High attention to detail and accuracy.
 - Strong written and verbal communication skills.
 - Customer-focused mindset with a commitment to delivering exceptional service.

Accessibility Commitment

At O'Dell HVAC Group, we're all about building a workplace where everyone can thrive. We're committed to fostering an inclusive, accessible environment in line with the Accessibility for Ontarians with Disabilities Act (AODA).

If you need accommodations during the hiring process or on the job, please contact us. We believe that accessibility isn't just a requirement; it's part of creating a great place to work for everyone. For any accommodation requests or questions, reach out to Human Resources.

This job posting is for an existing vacancy.