



Power where you need it.

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## POSITION PROFILE – Inside Sales/Technical Sales Specialist

### Job Purpose

Reporting to the team leader and inside sales department, the Inside Sales Specialist (or Technical Sales Specialist) is responsible for providing comprehensive inside sales support to Global's outside sales team, including agents and distributors as required.

### Overall Responsibilities

The Inside Sales Specialist's main responsibility will be to provide multiple services to Global's customers and sales team including:

- Customer Inquiry Responses: Key metrics include initial response time, completed response time and response accuracy
- Quotations and Proposal Coordination: Key metrics include initial response time, completed response time and response accuracy
- Sales order entry and tracking. Key metrics include: order entry turnaround and accuracy
- Project Charters for Custom Orders: key metrics include turnaround time, full compliance and accuracy
- Shipping and International invoicing: Key metrics include: shipping timing and costs, invoicing turnaround
- Sales (CRM) Database: Key metrics include: timely and accurate data entry, closing of opportunities to match backlog report

The Technical Sales Specialist may also be asked to provide technical leadership/support to other team members in understanding RFQ's, creating quotes and general product/system knowledge.

The Inside Sales/Technical Sales Specialist is also responsible for engaging in open and effective communication within the inside sales team and other departments in Global including: outside sales, integrated systems engineering, customer service, accounting and manufacturing departments.

### Initial Knowledge, Skills and Experience Required

- Degree or diploma from an accredited University, College or Technical school
- Experience in inside sales or sales
- Strong interpersonal skills consistent with a history of successful interaction with both external and internal customers
- Ability to create and work with Excel spreadsheet models for pricing and margin analysis, order form completion, etc.
- Ability to interpret and understand technical RFQs and coordinate formal proposals
- Technical background is a definite asset, particularly in electrical
- International experience is considered an asset

