

**Title:** VRF/DLS Inside Sales Support Specialist

**Opportunity Description:**

DCNE is seeking a talented Technical Sales Support Specialist with the ability to provide inside sales support for all aspects of the various sales and order process utilized by the DCNE VRF/DLS Division. The right individual will be self-motivated, a good communicator, familiar with HVAC concepts and fundamentals, experienced in the art of customer service and the development of internal and external company sales relationships. This is a great opportunity to work for successful distributor of HVAC products who has been representing prestigious HVAC products and providing engineering expertise to the New England HVAC industry for over +50 years. This position will play a critical role within DCNE's VRF & Ductless Division which is the fastest growing product segment in the market. As a part of the DCNE family, you will enjoy working at a place that offers an excellent compensation and benefits package, as well as a company culture that is unrivaled by its competitors.

**Responsibilities Include but Not Limited to:**

- Familiarization and Resource for Carriers DLS products and technology.
- Familiarization and Resource for Carriers VRF products and technology.
- Familiarization of competitors DLS / VRF products and technology.
- Familiarization of market drivers such as utility rebates, available manufacturers incentive programs.
- Assistance with sales marketing tools such as flyers, E-Blasts and brochures.
- Assistance with sales orders, quotes, product lead times and deliveries.
- Assistance with maintaining proper product inventory levels.
- Assistance with "Direct" or "In-Direct" onboarding of new dealers, existing customers or internal sales associates with regards to DLS or VRF products or technology.
- Provide "in office" assistance for customer requests, submittals, cutsheets and product literature.
- Provide "in office" liaison for Plan and Spec opportunities and communicate to outside VRF/DLS sale team.
- Provide "in office" support to the entire "Inside Sales Team" where and when needed.
- Provide "in office" activity as needed for Malden Training Room, events and trainings.

**Qualifications:**

- Ability to work well with others.
- Ability to work independently.
- Be interested in technology and all segments of HVAC.
- Be energetic and have a positive attitude.
- Have a clear understanding of our role as a distributor and our responsibility to increase sales
- Have a desire and innate quality of being helpful.
- Have a leaning towards marketing and customer satisfaction.
- Possess the ability to multitask and be organized.
- Be comfortable with software systems, equipment builders and programs.

- High School graduate or equivalent required.
- Technical college preferred.
- Basic knowledge of Microsoft Office programs and Outlook.