



JOB POSTING: 2021-001

JOB TITLE: Technical Support and Sales

COMPANY: Coulson Ice Blast

REPORTS TO: Director of Sales

ABOUT THE COMPANY:

Coulson Ice Blast is a privately owned family company based in Port Alberni, British Columbia, Canada. The company started in 2012 and began revolutionizing ice blasting technology; striving to create a cost effective, environmentally friendly and health conscious solution to industrial and precision cleaning.

In 2017, Coulson Ice Blast launched the IceStorm90, an innovative portable wet ice blasting machine. The IceStorm90 utilizes 10% of the water that would be used for pressure washing, while using no environmentally harmful abrasives; as well as using no expensive blasting media such as dry ice and sand.

In 2019, Coulson Ice Blast then launched the IceStorm45, a dual wet & dry ice blasting machine capable of cleaning with ice cubes or dry ice. Allowing for the flexibility in cleaning media while also providing a lighter more portable machine for cleaning solutions.

Coulson Ice Blast is a part of the Coulson Group of companies that began in 1960 in forestry, expanding into aviation, lumber manufacturing, logging, gaming & dining and now ice blast cleaning technology.

WHAT WE'RE LOOKING FOR:

Coulson Ice Blast is seeking a Technical Support Associate who will develop and maintain exceptional customer relations by providing technical support on CIB products. The incumbent will be the key point of contact for customers, answering queries, providing technical advice and introducing new products. There will be a sales component to this role.

This position is based in Port Alberni, BC Canada. Candidates must be eligible to work in Canada.



Duties and Responsibilities:

- Prepare and demonstrate technical product presentations to existing and prospective customers to demonstrate the usefulness of the product and how it can best suit the customer
- Liaise with other members of the sales team and other technical experts as required
- Provide ongoing customer support via phone and email to new and existing customers by administering client accounts, acting as a products and services subject matter expert, and responding to customer enquiries and concerns
- Establish new and maintain long-term customer relationships based on trust, honesty, and integrity
- Identify sales opportunities to maintain and grow our customer base using various methods including but not limited to cold calling, identifying and reaching out to prospective customers, following up on new leads, revisiting previous customer prospects, and introduction of new products through customer care resolution and suggestive sales
- Co-ordinate sales projects and events, and support marketing efforts by attending trade shows, conferences and other marketing events

Minimum Requirements:

- Ability to work with all levels of the company and handle all types of prospects, clients, and call situations with outstanding customer service
- Experience working with Insightly or similar CRM
- Proficient with corporate productivity and web presentation tools
- Proficiency in Microsoft Office with intermediate to advanced level in PowerPoint.
- Proficient with the use of troubleshooting/problem solving methods
- Excellent verbal and written communication skills
- Ability to work well under pressure and prioritize work is essential
- Strong phone presence and experience in conducting cold calls
- Strong listening and presentation skills
- Ability to multi-task, prioritize, and manage time effectively

Preferred Requirements:

- Experience selling capital equipment or selling industrial cleaning equipment an asset
- Engineering, Industrial, and /or Manufacturing background an asset
- Familiarity with Robotics and Automation an asset
- Familiar with Logistics practices and activities

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COULSON FOREST PRODUCTS LIMITED COULSON ICE BLAST LTD. COULSON AIRCRANE LTD.

COULSON AVIATION (USA) INC. COULSON AVIATION (AUSTRALIA) PTY. LTD.



HOW TO APPLY:

Please submit your resume with a cover letter outlining your experience and salary expectations to jobs@coulsongroup.com. Due to the high volumes of applications we receive, please ensure to quote “2021 – 001 Technical Support and Sales” in the Subject line.

We would like to thank all applicants in advance for their interest; however, due to the volume of applications we receive, only those selected for an interview will be contacted. No phone call please.

BENEFITS:

In addition to a competitive salary, Coulson provides excellent benefits as part of its Total Compensation Package. These include medical and dental benefits, pension, and the possibility for bonuses. Moreover, Coulson Group values and strongly encourages its employees to maintain a positive Work-Life Balance, creating an environment that champions creativity and autonomy.

We are proud of our team and encourage a respectful workplace where everyone is treated with dignity and all ideas are welcome. Moreover, we support growth within the company and provide opportunities for advancement.

We support diversity, equity and a workplace that is free from harassment and discrimination. We are committed to providing accommodation for people with disabilities. If you require accommodation through any element of the competition process, please notify us and we will work with you to meet your needs

Port Alberni is a jewel nestled in the Alberni Valley, offering many outdoor activities during your down time, including water sports, camping, hiking, snowshoeing, and others. With lakes, the Inlet, and mountains all around, you will never run out of things to do here. There is a movie theatre that is currently undergoing renovations, and many shops owned and operated by local residents. You will also find some of the most delicious seafood right here in town at one of our many local restaurants.

If you're looking for a quick weekend getaway, Tofino and Ucluelet are a mere two-hour drive West of town. Or, if you're not looking for waves, Nanaimo is only an hour East, while Victoria is less than three hours South. Both offer big city shopping opportunities in addition to a wide variety of arts, entertainment, dining, and cultural activities. The Comox Valley is also less than two hours Northeast of the Valley, offering mountain biking, skiing, caving, and other outdoor activities. And let's not forget those adorable goats on the roof at Coombs!

Centrally located, Port Alberni offers you the benefits of a small town – affordable real estate, anyone? – with the ability to play outside and experience big city life nearby.

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