

Job Description

Technical Sales Support Lead

Duties and Responsibilities

Cafection | Evoca is seeking to add new technical sales support leads to its team. This opportunity requires the services of a road-warrior, relationship building, passionate-about-coffee service professional. This is a great opportunity for an organized and experienced service person, who finds solutions to problems. The position requires regular client visits, sales and technical training and assistance in live client demos.

Overall Customer Relationship

- Develop and preserve relationship with customer's lead technical contacts;
- Assist with initial account equipment installations and/or train customer installers/service technicians;
- Train customer technicians on equipment and maintenance;
- Provide phone support as needed to customers and sales team.

Sales Support Role

- Main technical contact for territory managers to whom they are assigned;
- Responsibilities in both the OCS and Foodservice channels;
- Provide technical assistance and answers to customers and territory managers;
- Training of technicians on equipment – *Train the trainer*;
- Training on on-going and preventative maintenance – equipment training focused;
- Assist with equipment demonstrations for customers, potential customers and end users;
- Look for sales opportunities within existing customer base;
- Provide sales referrals from existing customers to territory managers;
- Collaborate with territory managers on sales planning – accounts on which to focus, what is needed to strengthen customer relationship, what is needed to strengthen customer's use and adoption of the equipment;
- Level Two customer service contact;
- Consistent user of Salesforce. Track customer visits, find documents within SF and communicate needs/updates/issues to Québec/Technical Sales Manager and to territory managers;
- Manage and report travel expenses consistent with company policies.

Requirements

- College degree preferred;
- At least 5 years of experience in food and beverage or vending environments;
- Technical aptitudes;
- Valid Driver's License and be able to provide a proof of car insurance;
- Valid Passport to travel in the US or to Canada;
- Good knowledge of Microsoft Office Suite;
- Knowledge of Salesforce CRM is considered an important asset;
- Approximately 80% of the work is done outside the office, by visiting customers directly.

Application

Submit your resume to our Human Resources department by email to hr@cafection.evocagroup.com.