



Job Title: Business Development Associate
Technical Specialist

Reporting To: VP Sales and
Marketing

Location: Victoria, BC

Travel: US and Canada
typically not more than 50%

Vigil (part of ASSA ABLOY Global Solutions Senior Care) is dedicated to improving seniors' quality of life through creative technology. We develop, manufacture and sell sophisticated electronic locking, resident monitoring and emergency call technologies throughout North America. Ours is a fast-paced environment where hard work, initiative, teamwork and flexibility are prized, and we are looking for a like minded individual to fill a key role in our Company. We have a collaborative, open door culture based on trust where new ideas are welcome. If you have a strong work ethic and are looking to make a difference and feel appreciated, we would invite you to join our team.

Education/Training:

- Post Secondary Education or equivalent education and experience is an asset
- Technical education, training or practical experience equivalent
- Sales education, training or practical experience equivalent

Experience:

- 2-4 years experience in technical sales support role
- Direct sales experience an asset
- Experience with low voltage and/or construction projects an asset

Skills/Competencies:

- Good technical aptitude especially with regard to low voltage structured systems
- Able to convey complex topics to non-technical people
- Communicate effectively; establish and maintain effective working relationships
- Consistent attention to detail and highly organized providing timely, accurate and complete information
- Ability to analyze situations accurately and take appropriate action
- Able to work independently with minimum supervision
- Effectively work under pressure to meet various deadlines
- Flexible and adaptable with a thirst for knowledge, strong technical/technology skills is critical
- Proficient in Windows O/S, Microsoft Office including MS Word and Excel.
- Familiarity with electronic locks, nurse call, real time location systems or similar is an asset
- Experience with the construction industry an asset

Responsibilities:

Technical Sales Support

- Provide technical advice to the sales force to resolve product or service requests regarding engineering, technical or scientific issues.
- Provide documentation on product specifications and usage to the sales team.
- Assist with estimation and quoting process.
- Review proposed system design for correctness and appropriate application to setting.
- Participate in meetings (typically virtually) with outside sales staff and their prospective customers to answer technical questions.
- Act as a liaison between Sales and the Research and Development, Operations and Customer Support department on technical topics
- Provide support by assisting with sales procedures, notably addressing sales-related problems,
- Provide support for entering and tracking data in sales databases
- Provide reports to the sales department, including assisting with forecasting and planning.

Inside Sales and Sales Support (Backup)

- Assist with answering incoming telephone calls, respond to sales calls, manage distribution of technical support calls to various support staff and disseminate all others as appropriate
- Process one off orders received from existing customers by telephone, email and facsimile
- When called upon, work with shipping, manufacturing, and operations to ensure superior customer service and timely, accurate delivery of over \$2 million dollars in sales
- Communicate any customer concerns or suggestions to management
- Fielding of general sales related questions and forward to appropriate sales representative
- Operate C.R.M. database (Salesforce.com)
- Attend tradeshow when extra coverage is needed in booth – requires passport for travel in North America
- Other tasks as assigned