

## Emergency Equipment Sales Support Specialist

**Internal Job Opening**  
**Surrey, BC Branch**

### Overview

Commercial Emergency Equipment Sales Support Specialists are a crucial part of our emergency equipment sales process. Working in tandem with our Apparatus Specialists, the Sales Support Specialist will help define customer needs for apparatus, design and build specifications for trucks, and craft professional and competitive bids for the departments, municipalities, and airports that Commercial serves. After the sale, the Sales Support Specialist works with our in-branch parts and service staff to make sure each apparatus exceeds expectations before delivery.

Our Sales Support Specialists are “the boots on the ground” at the branch, ensuring any sales projects stay on-track, and sales or support challenges are addressed for our customers. Our primary focus is customer satisfaction, and the Sales Support Specialist will work alongside our Apparatus Specialists and our Product Support team to provide an impeccable customer experience. To that end, we’re searching for our next **Sales Support Specialist** for the BC/YT territory, capable of working independently, and traveling nationally and internationally when necessary. This position will be located in our Surrey, BC branch.

The individuals that have been successful for us in the past usually come to us with some manner of knowledge in the first-responder space, whether a paid-on-call firefighter themselves, retired from the front lines, or having worked in adjacent spaces like pumps, lighting, or loose firefighting equipment. Extensive training and product familiarization will be provided to the successful candidate, and forms an ongoing part of the job, but the successful candidate should have experience with proposal and technical writing, be technically savvy, and have some exposure to or experience with heavy trucks, heavy equipment, emergency services, and/or firefighting.

### About Commercial Emergency Equipment

Commercial Emergency Equipment, a part of the Commercial Group of Companies, is Canada’s largest supplier of emergency apparatus. Commercial is the authorized dealer for Pierce, BME Fire Trucks, MaxiMetal, and Oshkosh Airport Products apparatus from Ontario to BC including all Canadian Territories. With a 75-year history, 300+ employees across Canada in six main branches, and 200,000+ sq. ft. of combined production and service space, Commercial has an unmatched parts, service, training, testing, and support network for emergency apparatus.

### Benefits

- Top-of-market compensation packages
- Complete disability program including excellent long-term and short-term benefits
- Generous annual profit-sharing compensation and seasonal bonus program
- Company-matched RRSP contributions
- Extensive dental coverage with \$0 deductible and children’s orthodontics included
- Prescription drug coverage with direct-pay drug card
- 100% vision/optometry coverage, including annual coverage for dependent children
- Complete and extensive paramedical coverage with per-category accounts for physiotherapy, chiropractic care, massage therapy, naturopathy, podiatry, acupuncture, and more.
- Group life insurance at 100% annual earnings

- Safe workplace with full committee and monthly meetings
- 100% coverage emergency travel insurance
- Company events including BBQs, holiday parties, and more
- Purchase discount program
- Exceptional career growth opportunities, with a hire-from-within strategy
- Mobile phone and data plan supplied

### Responsibilities and Duties

Monitoring and tracking of all public RFP's/RFQ's/Tenders for emergency apparatus in the sales territory. Estimating and bid/tender response submission. Outside sales support and project management. Coordinating and assisting with apparatus logistics, inspections and delivery. Coordination with parts and service staff for job quoting and apparatus pre-delivery inspection and outfitting. Other sales support activities will form part of the role, such as tradeshow, client visits, pre-construction conferences, apparatus inspections, and more.

### Skills and Attributes:

- Experience and knowledge of firefighting techniques, equipment, and/or apparatus is considered a very strong asset, along with technical truck/heavy vehicle knowledge.
- Post-secondary education in the mechanical engineering and/or project management field is considered a very strong asset.
- Class 5 driver's license is required. A Class 3 driver's license is considered an asset.
- Previous proposal writing and/or project management experience is very valuable, especially if a candidate has worked in the RFP/RFQ space before.
- Previous experience with bid & tender response submissions is considered an asset.
- Strong technical and computer skills are a **must**. The successful candidate must be completely comfortable in complex excel spreadsheets, heavily formatted word documents, SharePoint and OneDrive file sharing and file management, as well as editing and manipulating large PDF documents. Must be comfortable on frequent video calls (Teams, Zoom etc) and in iOS for mobile.
- Strong attention to detail is a requirement.
- The successful candidate must be legally able to travel to the United States, and comfortable with periodic travel for plant visits, sales meetings, customer travel, and tradeshow.
- Independent, reliable, amiable, driven, self-motivated, detail oriented. Excited about the prospect of working with a supportive, upbeat, tightly knit team with a great sense of humor. We embody "work hard and play hard" and someone with the ability to both take and make jokes will fit right in.

### Application and Timeline

Applications are reviewed as received and those interested are encouraged to apply as soon as possible. Apply in UKG Pro (Desktop Web-Browser, not App) under Myself --> My Company --> View Opportunities. Contact Mike Feduniw ([mfeduniw@comtruck.ca](mailto:mfeduniw@comtruck.ca)) with any questions.

*Commercial Truck Equipment maintains an inclusive and discrimination-free hiring process, as well as compliance with Provincial Human Rights Codes, the Canadian Human Rights Act, and the Employment Equity Act.*