



Pump and Valve Inside Technical Sales – Job Posting

Is it time for a change? Are you looking to improve your career in the water industry?

Are you a person who is self-motivated, keen on problem solving, reliable and someone who follows thru on promises? Are you looking for a long term position? Are you interested in working for a company that rewards a positive work ethic and is safety conscious?

We can offer you a Great Career, at a Great Company, in a Great Place to Live.

Mearl's Machine Works in Kelowna is seeking a "Pump and Valve - Inside Technical Sales Person"

The Place

The Okanagan Valley is a great place to live offering a life style and environment that is sought by people from around the world.

Mearl's Machine Works is a great place to enjoy your career, our team and our culture.

Mearl's offers exceptional working conditions for those who are also seeking this kind of lifestyle where you can live, full time, in the place others spend their money to vacation in for just a few weeks a year.

Our facility is located a mere two blocks from Okanagan Lake and just a few more from the Downtown "Cultural District".

The Okanagan Valley offers:

- Temperate winters and nice warm summers with spectacular scenery
- Endless Recreation Opportunities all within short and easy drives of downtown
 - Okanagan, Skaha and Kalamalka Lakes are the biggest!, lots of smaller lakes nearby
 - Boating, water skiing, kite surfing and kayaking
 - Swimming
 - Just hanging out
 - Big White, Silver Star and Apex Ski Resorts all within about one hour
 - Off-roading in the summer and snowmobiling in the winter
 - Snowshoeing and hiking
 - Camping, fishing and all other back woods recreation
- A great place to raise kids with great schools including UBC Okanagan and Okanagan College
- Lots of kid and adult related sports, festivals and activities
- Over 100 Wineries and a local craft distillery for those who enjoy the tours and tastes
- A huge selection of Golf from fun 9 hole courses to more challenging 36 hole courses, the Okanagan is known for having some of the best golf in British Columbia
- A Western Hockey League team and an arena that also hosts many big name concerts and events
- A full listing of popular trendy restaurants and lots of fantastic locally based eateries
- Kelowna International Airport links you easily to the rest of the world by air and the Coquihalla makes it easy to get to the coast by land
- All of the amenities of any major City... Malls, Stores, Services... not much is missing
- Lots of variety in places to call home, from quiet rural settings to dynamic downtown environments
- Plenty of job opportunities for other members of the family

It's just a great place to live!

The Company

Established in 1976 Mearl's Machine Works is "An evolving service organization dedicated to improving our performance and exceeding expectations."

We set high standards for ourselves. Our customers demand the best from us and that need flows to and from every one of us.

We are dedicated to growth and as such we have expanded our facility in recent years in order to create stability and growth opportunities for our people. Our team is dedicated to our customers, each other and our families.

The Right People

We've taken the time to understand the talents of our people that make us able to meet the quality, dependability and reliability needs of our customers.

We are the right company, place and people for some, and not so much for others.

If, as you read the following description, you feel we are right for you, then we'd like to start a conversation.

About this Job:

This Job will be satisfying and rewarding to a person who:

- Loves to learn new things, continuously and values intellectual growth
- Has a natural curiosity about how everything works
- Values knowledge for knowledge's sake
- Is help oriented and derives satisfaction from solving problems and achieving goals
- Value traditions, ethics and community
- Tends to work well with rules, regulations and principles yet can think outside the box when needed, to resolve challenges and problems for customers
- Wants to be rewarded for being a self-starter, self-directed and self-motivated

Successful People in this role:

Are Organized

- The job's success depends on systems and procedures; its successful performance is tied to careful organization of activities, tasks and projects that require accuracy and neatness.
- Record keeping and planning are essential components of the job.
- Detail orientation is vital.

Apply proven practices and process to problems

- Listen carefully to customer's descriptions of their problem or issue to move forward with a diagnosis.
- Use existing approaches to work that historically lead to best results for customers and then expand on those when needed to get results.

Follow Up and Follow Through

- The job requires a need to be thorough.
- Tasks that have been started need to be completed.
- Customer follow up is essential to ensure a positive customer experience.
- What is said is going to be done must be done and when it is promised by.

Loves Variety and new challenges

- Every day is different and new challenges are endless.
- Combination of office and field work.
- Conceptual thinking to physical completion.

Ideal Person – Soft Skills Competencies and Capacities

The ideal person for this role would be someone who has developed the following competencies in their career so far and has many of these traits embedded in their personality.

1. **Customer Focus:** A commitment to customer satisfaction.
 - Consistently places a high value on customers and all issues related to customers.
 - Objectively listens to, understands and represents customer feedback.
 - Anticipates customer needs and develops appropriate solutions.
 - Meets all promises and commitments made by the company towards customer satisfaction.
 - Is a good communicator and can express themselves well, even in difficult situations.
 - Asks the customer “what else can we help you with?”
2. **Self-Management:** Demonstrating self control and an ability to manage time and priorities.
 - Independently pursues business objectives in an organized and efficient manner.
 - Prioritizes activities as necessary to meet job responsibilities.
 - Maintains required level of activity toward achieving goals without direct supervision.
 - Minimizes work flow disruptions and time wasters to complete high quality work within a specified time frame.
3. **Problem Solving Ability:** Anticipating, analyzing, diagnosing, and resolving problems.
 - Anticipates, identifies and resolves problems or obstacles.
 - Utilizes logic and systematic processes to analyze and solve problems.
 - Defines the causes, effects, impact and scope of problems.
 - Identifies the multiple components of problems and their relationships.
 - Prioritizes steps to solution.
 - Develops criteria for optimum solutions.
 - Evaluates the potential impact of possible solutions and selects the best one.
4. **Personal Accountability:** A measure of the capacity to be answerable for personal actions.
 - Accepts personal responsibility for the consequences of personal actions.
 - Avoids placing unnecessary blame on others.
 - Maintains personal commitment to objectives regardless of the success or failure of personal decisions.
 - Applies personal lessons learned from past failures to moving forward in achieving future successes.
5. **Teamwork:** Working effectively and productively with others.
 - Respects team members and their individual perspectives.
 - Makes team mission and objectives a priority.
 - Works toward consensus when team decisions are required.
 - Meets agreed-upon deadlines on team assignments and commitments.
 - Shares responsibility with team members for successes and failures.
 - Keeps team members informed regarding projects.
 - Supports team decisions.
 - Recognizes and appreciates the contributions of team members.
 - Behaves in a manner consistent with team values and mission.
 - Provides constructive feedback to team and its members.
 - Responds positively to feedback from team members.
 - Raises and/or confronts issues limiting team effectiveness.

Ideal Person – Soft Skills Competencies and Capacities cont....

6. **Flexibility:** Agility in adapting to change.
 - Responds promptly to shifts in direction, priorities and schedules.
 - Understands that sometimes extra effort is needed to get a priority project handled.
 - Demonstrates agility in accepting new ideas, approaches and/or methods.
 - Effective in juggling multiple priorities and tasks.
 - Modifies methods or strategies to fit changing circumstances.
 - Adapts personal style to work with different people.
 - Maintains productivity during transitions, even in the midst of chaos.
 - Embraces and/or champions change.

7. **Interpersonal Skills:** Effectively communicating, building rapport and relating well to all kinds of people.
 - Strives for self-awareness.
 - Demonstrates sincere interest in others.
 - Treats all people with respect, courtesy and consideration.
 - Respects differences in the attitudes and perspectives of others.
 - Listens, observes and strives to gain understanding of others.
 - Communicates effectively.
 - Sensitive to diversity issues.
 - Develops and maintains relationships with many different kinds of people regardless of cultural differences.

Required Background

The ideal candidate has a background in the water industry working with pump equipment and/or control valves in a sales capacity, or some combination of sales and service or variation of that. We do require any applicant to have sales experience (involving sizing, selection, quoting and purchasing) related to the pump and/or valve market.

Qualifications / Education

Skills:

- Minimum 2 Years of Experience in Water Industry; Pump and/or Control Valve Sales (pricing and purchasing)
- Must have good mechanical ability and comprehension – understanding of water hydraulics.
- Must have good interpersonal skills, good phone skills and etiquette, proficiency in reading and understanding technical documents and writing detailed quotes
- Must be computer and software literate; Capable of a variety of math calculations
- Provincial Pump Installer Certification and/or Electrical Ticket a very strong asset for this position
- Ability to handle multiple projects and deadlines and be capable of working with minimal instruction
- Reasonable to good typing skills as this position involves daily typing of quotes, orders and emails
- Valid Class 5 driver's license

Education:

- Grade 12 Diploma or Equivalent is required as a minimum.
- Post-secondary education in a field of relevant studies is a strong asset.

Limitations:

- This job requires the prospect to be able to work in a variety of physical environments from the office to in the field and in the shop.
- Occasional Field work can vary from full hands on to trouble shooting and supervisory. Including: pump, piping and valve installation, tear down and servicing. This may be done year-round throughout the province and indoors and outdoors in varying weather and site conditions.
- Our primary region is the Okanagan but we will service equipment anywhere in the province so occasional out of town travel is a possibility.
- We do have a busy season in the early spring to early summer where extra hours may be required to meet customer deadlines.
- The position involves the ability to perform occasional physical work including lifting or maneuvering heavier items averaging 50lbs but occasionally up to 90lbs; Occasional above shoulder work; Bending, kneeling, twisting pushing and pulling. If you have limitations in any of these areas this may not be the right job for you.

Typical Duties:

- Selection of pumps and valve equipment and prepare quotes from engineered specifications and general inquiries
- Prepare quotes for pump and valve equipment repairs including inspection of parts and determining scope of repair
- Parts and Service Sales and promotion
- Answering customers questions, troubleshooting pump, valve and system issues
- Ordering parts, subcontracted work and equipment to fill orders
- Organizing orders for any shop production, including dimensioned shop sketches
- Expediting and tracking purchase orders to ensure equipment and parts arrive timely
- Final checks of equipment and repairs prior to shipping
- Co-coordinating field work by; organizing customers, shop personnel, subcontractors; Developing timelines
- Checking supplier's equipment and invoices to ensure they match quoted pricing and specifications
- Working with shop personnel to quote, coordinate and complete various jobs
- Some system design of piping/valves, pumps etc..

Benefits and Pay:

Compensation will be determined upon review of relevant work experience and education, additional relevant training and certifications such as a BC Pump Installers Registration, or Electrical Ticket as well as up to date safety training. We are willing to train the right individual if they have the right stuff but need at minimum some experience in this industry (2 Years). Initial compensation will reflect the level of training required.

Benefits Package: Full Benefit Package, once eligibility requirements are met, includes:

- MSP (Medical Services Plan)
- Dental and Extended Health
- Short and Long Term Disability coverage
- Basic life insurance and Dependent life insurance
- Accidental Death and Dismemberment
- Boot Allowance
- Group RRSP
- Company funded functions

Benefits of this Role and the Place

This is a youthful but family oriented, reliable, fun place to work.

Many of our staff members have been with us for over 10 years with some as long as 27 years, all of the present owners were once employees, some having been here over 35 years.

We reward hard work and teamwork and are enthusiastic about the future with many new possibilities in a number of areas available to us.

As former employees all of the owners want to see our staff excel and learn. We have an education reimbursement policy for training in relevant courses and are presently working on finishing our OHS (Safety) program to become a leader in proactive work safety. We know it is tough to find the right person for our specific positions and when we do, we do our best to keep them.

We are looking for someone who wants to make a long term commitment to a Career, a Company and a City. This person will benefit from being paid a good wage for good work and still be able to enjoy and share their off work time in a great place with their friends and family.