

JOB DESCRIPTION

Job Title: Quotations and Sales Support Specialist

Job Summary: As a **Quotations & Sales Support Specialist (QSS)**, you will be the operational backbone of our Direct Sales team, ensuring that prospects and customers receive accurate, timely, and professional quotes, specification packages, and order processing. By owning the quote-to-order workflow and continuously improving related processes, you will free our sales representatives to focus on high-value selling activities and accelerate revenue growth.

Salary package: \$60,000 + variable compensation.

Job type and schedule: Full-time - Monday to Friday from 9 AM to 5 PM.

Location: Victoria, BC office (Vic West), with up to two remote days per week after the initial onboarding period.

Key Responsibilities

- Qualify and manage inbound sales opportunities (website, phone, email, social media).
- Build accurate quotes (products, poles, accessories) in our CRM, ensuring correct system sizing, pricing, lead times, and terms. Support RMA, retrofit, and special-project pricing.
- Generate detailed specification submittals using our tools and tailor content to our key customer segments.
- Act as the primary point of contact with our external photometric contractor; interpret drawings, request layouts, and ensure on-time delivery.
- Convert approved quotes into clean sales orders in our ERP system and transition them to Supply Chain for fulfillment.
- Identify bottlenecks, propose automation or workflow changes, and document best practices to improve quote turnaround, accuracy, and margin control.
- Support the Sales Team with CRM data entry, workflow, and tasks to improve sales efficiency.
- Liaise daily with the Business Development team and Supply Chain, and occasionally with Finance to resolve pricing, inventory, and specification questions.
- Other duties typical of a quotations and inside-sales-support role in the industry.

Required Qualifications

- 3+ Years' experience in a sales, quotations, or customer support for a manufactured product company.
- Demonstrated technical aptitude (ability to read drawings, understand electrical/mechanical specifications, or comparable experience).
- Strong written and verbal communication and active listening skills.
- CRM proficiency (Hubspot preferred), exposure to ERP/CPQ tools is a plus.
- Experience in B2B environments – preferably municipal, construction, lighting, or renewable-energy sectors.
- Continuous-learning mindset and willingness to master solar-lighting technology.

Skills & Abilities

- Excellent time management, organizational skills, and the ability to multitask and prioritize.
- High attention to detail and commitment to quote accuracy.
- Ability to work effectively within a small, cross-functional team.
- Entrepreneurial mindset: proactively identifies and implements process improvements.
- Strong drive to meet internal SLAs and support revenue targets.

Interactions within the organization

- Direct report to the Sales Director for North America.
- Daily collaboration with the Outside Sales Representatives and sales support team members in Victoria.

SOL SOLAR LIGHTING CANADA, INC.

645 Tyee Rd, Suite 240
Victoria, BC V9A 6X5
Canada

Toll free: 1 (800) 959.1329

www.solarlighting.com



- External coordination with the photometric design contractor and some third-party contractors.

Benefits & Perks (waiting period may apply)

- Health insurance, Dental, and Vision, Group Life Insurance, Health & Wellness subsidy.
- Referral bonus program and training subsidy
- Bike storage and free parking
- Complimentary refreshments
- Amazing co-workers!

About Sol — Sol is the leading solar lighting brand in North America, with 40,000+ solar street lights installed in the United States and more than 160,000 globally. We engineer and manufacture a complete range of all-in-one and modular commercial outdoor lighting solutions for cities, military, and commercial properties. Thanks to our comprehensive product portfolio, we offer a cost-efficient and environmentally sustainable solution for every outdoor lighting application.

Constant innovation and product reliability are part of Sol's DNA. We believe there is no substitute for reliable lighting that is engineered smart, built tough, and accurately sized. With 23 patents and 12 international awards, we have a history of leading on quality and strong product warranty protection. Customers praise our solutions as they help them save money, achieve sustainability goals and build resilience.

SOL SOLAR LIGHTING CANADA, INC.

645 Tyee Rd, Suite 240
Victoria, BC V9A 6X5
Canada
Toll free. 1 (800) 959.1329

www.solarlighting.com

