



Brian M.

Position: Shipper/Receiver - Inside Sales
Don Park, A Noble Company

Brian is a self-described 'outdoor guy' who enjoys hunting, fishing and is active in sports. Now in his mid-20's, Brian is enthusiastic about his career in HVACR and the opportunities he sees ahead of him. Describing his career so far as climbing up from the "bottom", his goal is Branch Manager.

Why did you choose a career in HVACR?

Brian admits that he didn't really know about HVACR as a career option but he did know that he "didn't want a job sitting at a desk all day." Brian describes "starting at the bottom" as he began driving a delivery truck for a local wholesale company (supplier of products to local HVACR contractors) between graduation as a Heavy Machinery Operator and returning to school for Heavy Machinery Mechanic. The winter season meant no positions were available in his chosen field. Brian says, "When given the opportunity to learn more about the products I had been delivering and move from truck to warehouse, I took the promotion. When it came time to go back to school, I decided to continue in HVACR."

What has helped you move forward in your career?

Brian says being willing to learn is key! He continued to learn about the products his employer supplied and with the assistance of Manufacturer product training sessions and sales training, soon moved to outside sales, making sales calls to his former delivery clients before moving to management of shipping and receiving and inside sales.

What do you like best about what you are doing now?

Brian indicates that the variety in his work attracts him...no two days are the same. In Brian's words, he "hasn't had a day go by where he hasn't learned something that he didn't know the day before!" The industry's ongoing technological growth and change mean there are always new products and new things to learn about.

So what does a typical workday look like?

Brian is responsible for all shipping and receiving as well as order picking of product, sales support, the branch's warranty products and the branch health and safety program. Brian's day usually entails the following:

- Product shipped into the branch is received and checked against orders and either warehoused or coordinated for shipment, local delivery, or pick up
- Sales include counter sales assistance in the Branch, and calls from out-of-town customers placing orders, requesting product information and quotes and warranty product management.

What are some of the challenges in your job?

Brian defines this as, keeping up-to-date on changes, new products and technology. "Customers rely on your knowledge and that is a necessary part of maintaining a good customer relationship."



Can you describe some of the skills needed for your position in inside sales and as a shipper/receiver?

- Ongoing learning is expected and necessary to stay up to date on new product developments
- Computer skills for inventory, order tracking and information gathering
- Oral and written communication skills for communicating with manufacturers, head office, colleagues and customers
- Organizational skills for orders received and shipped.

Would you recommend a career with an HVACR Wholesaler?

Yes!

- It is exciting to work in an industry where changes in technology are happening rapidly and there is always something new
- Opportunities for advancement are there right now if you are willing to work for them
- It is not a seasonal job or industry.