

ROLE: Technical Sales Operator

TERM: Full Time, Permanent

LOCATION: Toronto, Canada

Do you like gelato? Are you excited about new technology? SOLATO is looking for a mechanically inclined field sales operator to perform onsite customer service and provide support during demo presentations for new customers.



We are not a traditional gelato brand!

SOLATO delivers the perfect balance between high innovation and artisanship of gelato-making with a sensory experience at the heart of it all.

Our countertop appliance produces a single portion of gelato, sorbet or frozen yogurt fresh to order in less than a minute. The nature of our unique technology topped off (pun intended!) with the selection of premium ingredients offers an artisan quality gelato that contains no preservatives or artificial flavours, and is better for the planet. SOLATO is redefining the experience of ice cream!

We have partnered with a leading B2B sales channel to introduce the SOLATO technology to the Toronto market. The role of the Technical Sales Operator will have a blend of participating in customer-facing product demos and strong focus on technical knowledge, troubleshooting and customer service.

As a Technical Sales Operator at SOLATO you bring experience in being able to work independently, provide presentable brand image and operate on the road.

Required:

- A valid G driver's license and a clean record
- Basic electrical and mechanical knowledge/understanding
- Great communication and organizational skills
- Ability to lift 50-60 lbs
- Experience in food industry is an asset

We Offer:

- Competitive salary based on experience
- Medical & dental benefits, vision and extended health care, disability insurance
- Branded uniform
- All necessary training and positive team environment
- Free gelato!

**Send your application to
sales.canada@solato.com.**

We appreciate all submissions, but please note that only suitable candidates will be contacted for an interview.



Responsibilities:

Product Demonstration: Manage the preparation for the product demo at customer's location and provide support to the Sales Rep during the product demo.

Onsite Service: Remove or install company equipment at customer's sites. Perform onsite troubleshooting and any required repairs in a timely manner. Provide comprehensive answers to customer questions regarding the solution with a positive attitude and brand image.

Cleanliness and Safety: Ensure your work area is clean, tidy and in accordance with current and best practice safety measures.

Open to Innovation: Be ready to learn the new way to serve gelato! Prepare to operate in a new environment and be quick on your feet.

Be Analytical: Gather information about our operations concerns, issues and improvements from customers and engage appropriate teams to implement adjustments.

Self-Managed: Be prepared to organize your own schedule and priorities without direct supervision. Ensure timely communication with internal and external stakeholders.

You Are:

- Passionate about customer service and delivering an exceptional interaction experience
- An enthusiastic team member with positive attitude who leads by example
- A detail-oriented individual who prides themselves on accuracy and punctuality
- An individual with a passion and desire to grow professionally and personally
- A gelato-lover!

SOLATO is an equal opportunity employer (EOE) and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.