
JOB DESCRIPTION

Sales Representative

Position title	Sales Representative
Department	Sales and Business Development
Reports to	President
Employment type	Full time, permanent. Base salary plus commission.
Location	Winnipeg, MB. Mix of office, remote, and on site client work.
Version	1.0
Last revised	August 2026

ABOUT FIRST CLASS PROPERTY SERVICES

First Class Property Services is a locally owned property maintenance company based in Winnipeg, Manitoba. We provide cleaning, snow removal, lawn care and maintenance, and hauling services to residential and commercial clients across the city.

Our values are simple: honesty, integrity, and First Class service on every job.

We are a small, tight knit team. Nobody here is just another cleaner or another number. As the business grows, so do the opportunities to take on more responsibility, learn new skills, and build a career. We provide the PPE, tools, and supplies needed to do the job right.

POSITION SUMMARY

The Sales Representative grows our book of business in Winnipeg and keeps it. You find the work, walk the site, price it accurately, close it, and then stay on the account so it renews and grows.

In practice the role is roughly one third new business development, one third estimating and proposals, and one third account management.

You will sell recurring commercial cleaning contracts along with snow removal, lawn care and maintenance, hauling, and project cleaning services. Compensation is a base salary plus commission on new and recurring business, with the structure confirmed during the hiring process.

KEY RESPONSIBILITIES

Business Development

- Build and work a pipeline of commercial prospects, including property managers, condo boards, offices, retail, clinics, general contractors, and industrial sites.
- Prospect actively through cold calls, in person drop ins, email, LinkedIn, referrals, and local networking.
- Respond to inbound leads and website inquiries within one business day.
- Attend industry and community events where our buyers are.
- Track every lead, activity, and opportunity in the CRM and keep it current.
- Meet or exceed monthly and annual new business targets.

Estimating and Quoting

- Complete site walkthroughs, measure areas, and document the scope of work in detail.
- Build estimates using production rates, labour hours, supplies, equipment, and travel, priced to hit the target gross margin.
- Prepare clear written proposals and service agreements that state what is included and what is not.
- Present pricing to the client, handle objections, and negotiate within approved margin limits.
- Confirm pricing with the President on anything unusual, high risk, or outside standard scope before it goes out.
- Return quotes within two business days of the walkthrough unless another timeline is agreed.
- Maintain a pricing library of past quotes and actual job costs so estimates get sharper over time.

Handoff and Onboarding

- Hand every won account to Operations with a complete scope of work, site details, access information, and schedule.
- Walk the site with the Housekeeping Supervisor before the first service where the job warrants it.
- Follow up with the client after the first service to confirm expectations are being met.

Account Management and Retention

- Own the client relationship after the sale. Be the person they call.
- Check in with accounts on a set schedule, not only when there is a problem.
- Resolve service issues by coordinating with Operations, then confirm the fix with the client.
- Renew contracts before they lapse and review pricing annually against actual job costs.
- Grow existing accounts by adding services such as snow removal, lawn care, hauling, window cleaning, post construction cleaning, and project work.
- Support collections by following up on overdue invoices for your accounts.

Reporting and Market Intelligence

- Report weekly on pipeline, quotes out, wins, losses, and forecast.
- Record why deals are lost and what competitors are pricing.
- Bring market feedback on pricing, service gaps, and new opportunities back to the President.
- Keep records accurate in the CRM and quoting tools.

QUALIFICATIONS AND REQUIREMENTS

Required

- Two or more years of business to business sales experience with a record of hitting targets.
- Ability to build an estimate and explain how you arrived at the number.
- Comfortable prospecting and cold calling. This role does not run on inbound leads alone.
- Strong written and verbal communication and a professional presence with commercial clients.
- Organized enough to manage a pipeline, open quotes, and existing accounts at the same time.
- Valid Manitoba Class 5 driver's licence and reliable vehicle.
- Comfortable with CRM software, quoting tools, spreadsheets, and mobile apps.
- Willing to complete a criminal record check where a client site requires one.

Considered an Asset

- Experience selling cleaning, janitorial, property maintenance, landscaping, or construction services.
- Formal estimating experience.
- Knowledge of the Winnipeg commercial property market, with existing relationships among property managers or general contractors.
- Experience carrying contract renewal and account growth targets.

COMPENSATION STRUCTURE

- Base salary plus commission on new business and recurring contract revenue.
- Commission rates, targets, and payout timing are reviewed and confirmed during the hiring process.
- Any vehicle, phone, or expense allowances are confirmed at the offer stage.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Mix of office, remote, and travel to client sites throughout Winnipeg and surrounding areas.
- Mainly daytime work, with some early morning or evening appointments to suit client schedules.
- Walkthroughs take place in active commercial, residential, and construction environments. PPE is required on construction sites.

- Ability to walk properties, use stairs, and be on your feet during walkthroughs.

HOW PERFORMANCE IS MEASURED

- New contract revenue and gross margin against target.
- Quote volume and quote turnaround time.
- Close rate on quoted work.
- Client retention and contract renewal rate.
- Revenue growth from added services on existing accounts.
- Estimate accuracy measured against actual job costs.
- CRM and pipeline records kept current.

REPORTING STRUCTURE

- Reports directly to the President.
- Works closely with the Housekeeping Supervisor and Operations Coordinator on scoping, pricing, and service delivery.
- No direct reports at this time.

HOW TO APPLY

Send your resume to info@firstclasspropertyservices.ca with the position title in the subject line. A short note on why the role fits you is welcome, but not required.

First Class Property Services is an equal opportunity employer and welcomes applications from all qualified individuals. Accommodations are available on request for candidates taking part in any stage of the selection process.

We thank all applicants for their interest. Only those selected for an interview will be contacted.