



SERVICE SALES REPRESENTATIVE

FLSA: Salary Exempt – Sales
Location: Branch
Reports to: Branch Sales Manager

Shift: Days
Department: Sales
Date: November 1, 2018

Position Summary:

Responsible for generating new service sales within the assigned Service Center area through networking and cold calling. Develop strong communications with the Service Center and Sales Team to ensure transition from sales to service is smooth. Work to resolve any issues effectively and timely as they arise to meet organizational and operational objectives.

Essential Functions:

The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

-) Generates sales of repairs, parts, and service agreements in assigned territory.
-) Cultivates and develops new customers through networking and cold calling.
-) Prepares proposals and present service solutions to customers.
-) Maintains customer relationship manager (CRM) software.
-) Conducts follow-ups with customers to ensure customer satisfaction; assist accounting department in any collection call issues, if required.
-) Partners with Service Manager on potential service agreements from service repair calls without a PM contract.
-) Meets and/or exceeds all annual sales targets/KPI's assigned by Company.
-) Attends monthly 1:1 and group sales meetings to review monthly progression toward new sales developments.
-) Supports and follows all Company policies and procedures.
-) Conducts oneself in a professional manner that reflects positively on Brabazon and the service/products we provide.
-) Excellent attendance, punctuality and a positive attitude are essential to this position.
-) All other duties as assigned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

-) High School Diploma or GED equivalent required; 2 or 4 year technical degree is preferred.
-) Strong communication skills and the ability to relate well to people of diverse backgrounds and professional orientations – from Maintenance personnel to Engineers as well as Owners and Managers.
-) Ability to lead and motivate people to work together as a team to meet and/or exceed Company goals.
-) Ability to identify customer's needs, listen, analyze, and respond appropriately to customer's problems; possess effective problem-solving skills and can lead customer and employee disputes to resolution.
-) Demonstrate solid organizational skills with the ability to multi-task, be a self-starter and work unsupervised.
-) Knowledge of Microsoft Office Suite and Windows is a must; experience with CRM software is strongly preferred.
-) Must have a valid driver's license with a reliable vehicle and proper insurance.
-) Must possess knowledge of manufacturers' warranty policies and procedures.



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Physical Demands:

-) The employee may occasionally lift and/or move up to 50 pounds.
-) Ability to work in an industrial setting that includes a variation in temperature with frequent standing, and walking as well as an office setting of sitting and being on the phone for long periods of time.
-) Must wear and use proper PPE at all times, where required.

Employee Review / Acknowledgment:

I acknowledge that I have read the job description and I understand what would be expected of me. Brabazon reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an At-will employee and the job description does not constitute a contract of employment.

Employee Name – Please Print

Employee Signature

Date

Manager's Signature

Date