

## FPS

### Job Description

Job Title:

Service Sales Rep

Step:

FBS Code:

FLSA Status:

Exempt

FLSA Type:

Administrative

Mgt Responsibilities:

N

Freedom to Act:

General Direction

Functional Area:

Department:

Service-Sales

Last Change Date:

#### Compensation Guidelines

Salary Grade:

Bonus Eligible:

Commission Eligible:

Car Eligible:

#### Job Summary (maximum of four sentences)

Generates sales of new and renewals of existing service contracts, which include fire suppression, detection and monitoring systems, air conditioning, and power systems. Assumes responsibility for maintaining and expanding existing service accounts within a territory by developing relationships with "end users," property managers, contractors, and others related to the business. Additional responsibilities include providing quotes for small job repairs listed as recommendations from inspection reports or service technician input.

#### Job Qualifications (minimum requirements)

Educational Requirements:

Degree in a Technical, Marketing, or Business field, or equivalent experience.

Experience Requirements:

Other Requirements:

Desire to provide quality service.

Preferred: Five years related experience in the Fire protection, Air Conditioning, or Power Systems in critical facilities. Strong knowledge of internet, social networks, Microsoft Windows products.

Consideration: We train an ambitious person with no sales experience provided they possess the other experience requirements.

Essential Skills: Subject Matter Understanding. Analytical. Computer Applications. Internet, Social media Time Management. Critical Thinking. Problem Solving. Decision Making. Relationship Building.

#### Working Conditions / Physical Requirements

#	Essential	Primary Responsibilities
1	Y	Secures service contract orders from existing and potential customers by utilizing direct sales effort, visiting customer facilities, and through follow up efforts on leads generated from service reports, service technicians, and other means. Investigates new system applications for future growth by offering diversification of service opportunities.
2	Y	Establishes and maintains professional customer relationships with decision makers at existing accounts, and establishes new relationships with potential customers. Maintains knowledge of related product lines, both new and existing, and competitor's service offerings.
3	Y	Provides problem solving resolution of service-related issues with customers, service technicians, and service coordinators.
4	Y	Promotes new product offerings to Service customer base to pass on opportunities to the Construction department.
5	Y	Writes Service proposals, issues small job quotations, and follows up quotations by phone or visit.
6	Y	Submits ideas to promote service sales to sales staff at sales meetings, plans and schedules service sales calls, conducts prospect analysis, and tracks customer orders. Monitors and submits sales production reports activity on a monthly basis.
7	Y	Prepares expense, vehicle and trip reports, and documents customer activity in PC-based contact manager.
8	Y	Maintains an understanding of current codes compliance such as NFPA, UL, FM, and local AHJ requirements, as they apply to fire protection and life safety standards, as well as NEC and Building Code compliance.
9	Y	Maintains the confidentiality of all information processed.

#### Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.