



## **SERVICE SALES JOB DESCRIPTION**

### **Job Responsibilities include but are not limited to:**

- Transfer deficiencies noted in inspection reports to deficiency logs and prepare proposals
- Create deficiency proposals as outlined in standard operating procedures
- Communicate deficiency proposals directly with customer via phone, fax, and/or email
- A continued commitment in pursuit of new customers by scheduling sales calls, follow up leads and utilizing outlined market strategies
- Meet or exceed sales budget goals set by service operations manager
- Promote a positive ongoing relationship with customers and end users
- Estimate hard bid contracts and provide a proposal to the customer on the bid date
- Conduct job site surveys to ensure the accuracy of the estimate
- Prepare assigned reports needed for invoicing (Customer set up sheet)
- Maintain inspection and service sales log for all deficiencies and service bids and proposals
- Demonstrate effective communication skills when interacting with all internal and external customers
- All other duties assigned

### **Expectations:**

- Believe In, Live, and Support Our Mission Statement, Core Values and Business Plan Daily
- Safety First –
  - Start each meeting with a Safety Topic – internal and external
  - Ensure Safe Driving of Company Vehicle or Personal Vehicle
- Complete weekly Bid Logs to track monthly Close Ratios and total Bids Won (i.e. 10-15%, 1.5M)
- Provide estimate and required budget details for all jobs bid
- Provide detailed Scope Sheets for all jobs bid
- Pursue Bid Tabs for all estimates that are not awarded
- Maintain a Global Customer View for opportunities to expand leads and relationships across product lines and customer portfolio
- Maintain an Account Ownership mindset to ensure Customer Satisfaction and Customer Retention



- Maintain Customer contacts and appointments on Outlook calendar that is accessible by Manager
- Ensure New Customer Development (minimum of 2 to 4 new customer/year)
- Ensure Customer Satisfaction and respond to Customer Satisfaction Survey feedback improvement opportunities
- Review Notices and Liens reports, contact customers as needed, and respond to Accounting team with updates
- Submit Expense Reports timely; ensure expenses are targeted and approved in advance
- Maintain an Active Membership with Organizations to promote leads and support customer relationships - 2 organizations with 6-8 functions/year
- Actively Participate in required Weekly/Monthly/Quarterly team meetings
- Proposals –
  - Use Proposal Numbers – Initials plus year – i.e. SP21-01
  - Ensure proper formatting, details are complete, with a professional appearance
- Participate in ongoing training – SOPs, Codes/Technical, Customer Service, Software, etc.
- Review Profitability reports for accuracy and estimation improvement opportunities
- Support and Ensure Adherence with Company SOPs – Job Set Up, Contracts, Change Orders, Accounting Processes, Subcontractors, etc.
- Teamwork – maintain positive interactions within your team, local office, same department in other offices, Accounting, etc.
- Actively participate in Lunch N Learns, events, trade shows, etc.
- Partner with Marketing and Business Development Team
- Know the Allied “Why” – maintain a consistent message

### **Knowledge:**

- Minimum education of High School Diploma or Equivalent
- General understanding of Microsoft office products

### **Work Experience:**

- Previous experience with customer service in an office setting
- Sprinkler Sales experience a plus

### **Skills and Competencies:**

- Strong verbal skills and written communication, and time management skills
- Ability to take direction from upper management
- Accurately complete and maintain all paperwork
- Demonstrate positive team work and ability to be a team leader and mentor
- Maintain a clean and safe work environment



- Ability to perform work in an efficient and organized manner and maintain thorough record keeping skills
- Ability to professionally communicate with customers and provide excellent customer service

**ACKNOWLEDGEMENT:**

The Employee is expected to comply with and support the enforcement of Allied Fire Protections policies, applicable regulatory and statutory requirements.

I have read, understand, and agree with this explanation and job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Signature: \_\_\_\_\_ Date: \_\_\_\_\_