



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: _____



Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Task Title/Job Title: Office

Date of Analysis: 2021

"O" Occasionally 0 - 33%, "F" Frequently 34 - 66%, "C" Constantly 67 - 100%

	Frequency/Duration/Weight																				
	≥ 8 Hours			≥ 10 Hours			≥ 12 Hours			≥ 25 lbs.			≥ 50 lbs.			≥ 75 lbs.					
	O	F	C	O	F	C	O	F	C	O	F	C	O	F	C	O	F	C			
Pushing	X			X			X				X		X			X			X		
Pulling	X			X			X			X			X			X			X		
Climbing		X		X			X														
Balancing		X		X			X														
Bending and Twisting	X			X			X														
Squatting	X			X			X														
Crawling	X			X			X														
Kneeling	X			X			X														
Reaching		X		X			X														
Handling			X		X		X														
Fingering			X		X		X														
Feeling			X		X			X													
Lifting and Carrying		X		X			X				X		X			X			X		
Working overhead	X			X			X			X			X			X			X		
Working at heights		X		X			X														
Standing		X		X			X														
Sitting		X		X			X														
Walking			X	X			X			X											

While performing the duties of this job, the employee will frequently be required to use ladders and scaffolds while wearing Personal Protective Equipment. Specific vision abilities required by this job include vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.