



Date: 12/15/2016
Job Title: HVAC-Inside Sales
Department: Sales
Location: Mattoon- Branch 9
Reports Directly to: Branch Manager
FLSA Status: Exempt

Principal Accountabilities:

1. Contact regular and prospective customers to demonstrate products, explain product features, and solicit orders
2. Recommend products to customers, based on customer's needs and interests
3. Answers customers' questions about products, prices, availability, and product uses
4. Estimate or quote prices, warranties, and delivery dates
5. Prepare estimates and bids that meet specific customer needs
6. Follow-up on estimates and bids submitted to customers
7. Ability to read blueprints/schematics
8. Provide customers with product brochures or catalogs
9. Consult with clients after sales or contract signings to resolve problems and to provide ongoing support
10. Arrange and direct delivery of products
11. Participate in organizations, trade shows and conferences.
12. Occasionally visit jobsites to trouble-shoot problems that can't be resolved over the phone.
13. Assist outside salesman with quotes, orders, and submittals/O&M's
14. Process warranty claims
14. Provide Branch Manager with reports or additional tasks as requested
15. Attend industry trade shows and product training
16. Must be willing to become TSA certified (Technical Service Advisor)
17. Position can require after hours phone calls from customers, and occasionally opening up the shop for customers

Minimum Education/Experience Required:

High School Diploma required, or its equivalent
Minimum of 5 years HVAC experience

Knowledge, Skills, Abilities Required:

Must be friendly and have a positive attitude
Self motivated
Critical thinker-using logic and reasoning to identify alternative solutions
Must have working knowledge of Microsoft Office
Ability to learn Eclipse software
Must be very detail-oriented and focused for accuracy
Ability to perform assignments with minimal supervision and under tight deadlines
Requires maturity and experience to interface with all levels of management, personnel and customers
Must have strong interpersonal communication skills
Must maintain a patient and professional attitude, while managing a busy workload
Strong organizational skills required
Must be able to determine and prioritize workload
Willingness to travel
Must have valid driver's license and reliable transportation

Equipment Used:

PC
Calculator
Fax
Telephone
Photocopy machine



The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

Normal office environment
Warehouse environment

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

X	Balancing	X	Feeling	X	Pulling	X	Seeing	X	Talking
X	Carrying	X	Grasping	X	Sitting	X	-Close	X	Walking
X	Climbing	X	Hearing	X	Standing	X	-Far		
X	Crawling	X	Kneeling	X	Stooping	X	-Color		
X	Crouching	X	Lifting			X	-Depth		

Other:

The foregoing responsibilities, accountabilities, statements and requirements are intended to describe the general nature and level of work performed in this position. They are not intended to be construed as an all-inclusive list of every responsibility, duty, skill and expectations required of personnel so classified.

Approvals:

Employee: _____ Date: _____

Department Supervisor: _____ Date: _____

Human Resources: _____ Date: _____