

COMPANY: ThermFlo, Inc.
POSITION TITLE: Generator Service Agreement Sales
LABOR CATEGORY: Exempt
REPORTS TO: Vice President of Sales
APPROVED BY: Chief Executive Officer
DATE: 02/12/2024

JOB SUMMARY

The Generator Service Agreement Sales position builds positive customer relationships, closes contract sales, develops new accounts, and ensures repeat business from current customers by developing Generator service agreements. They work in alignment with our sales strategy and initiatives to grow our service sales customer base and wallet share of existing customers.

ESSENTIAL RESPONSIBILITIES

- Generates new Generator service agreement sales through conventional and creative sales strategies.
- Reaches out to existing customers on added Preventative Maintenance (PM) services such as load banks, fuel polishing, NFPA 70 testing, infrared scanning, power quality analysis and more for increased revenue.
- Monitors the progress of each quoted sales opportunity, and appropriately follows-up with customers.
- Creates and facilitates deep relationships with customers by becoming their trusted advisor for Generator service solutions.
- Acts as a competent technical resource to provide credible advice to customers.
- Pursues attachment of Non-Generac power equipment at facilities with existing service agreements.
- Manages existing Generator service contracts and non-contract customer relationships/accounts.
- Continuously collaborates with operations, ensuring the field can meet the needs of our customers to maintain positive customer relationships.
- Works within the CRM environment to gain efficiency in sales and improve customer communications.
- Maintains accurate logs of all sales activity and progress in CRM.
- Maintains product and technical knowledge by performing ongoing company and represented manufacturer training.
- Communicates effectively with our manufacturers, customers, vendors, sales, engineering, accounting, service, and distribution center teams as needed.
- Attends industry-related networking events to develop new relationships.

SECONDARY RESPONSIBILITIES

- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures or any official Company documents.
- Other duties, as assigned.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Bachelor's degree required, or a minimum of 10 years of sales experience in the power generation industry; or a combination of equivalent education and experience.
- **Technical Skills:** Ability to understand power generation equipment and transfer switches and the ability to develop and maintain the role of "trusted advisor" with our customers.
- **Communication Skills:** Collaborative communication skills and the ability to convey information effectively through excellent written and verbal communication. Ability to listen effectively to understand the needs of internal and external customers. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge.
- **Reasoning Ability:** Ability to qualify a sales opportunity. Ability to handle customer objections by determining the real business problem, articulating our ability to solve their problems and find creative solutions. Able to position and differentiate our solutions against the incumbent/competition.
- **Computer Skills:** Ability to operate MS Office (Word, Excel, Outlook) and NetSuite. Minimum typing speed of 45 words per minute.
- **Supervisory Responsibilities:** This position has no supervisory responsibilities.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand walk; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Ability to visit and move around work sites.

- **Driving/Travel Responsibilities:** This position requires regular travel within the Chicagoland area to customer offices during regular business hours. Occasional training is held at various locations including out-of-state manufacturer locations. A valid driver's license and proof of automobile insurance are required.
- **Work Environment and Expected Hours of Work:** While performing the duties of this job, the full-time employee will most often be working in a professional office environment, Monday-Friday from 8:00 AM – 5:00 PM, with one (1) unpaid hour for lunch. Occasional evening and weekend work may be required as job duties demand. This job generally operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, and photocopiers.
- **Other Qualifications:** Ability to drive to visit customer sites with valid driver's license and maintain proof of automobile insurance. Must be able to work well in a team selling/collaborative environment. Must be resourceful, self-motivated, customer focused, and results driven.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above 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.