

## Job Description: HVAC Sales & Inside Sales Support Specialist

### General Information

<b>Company:</b>	ARS	<b>Job Title:</b>	HVAC Sales & Inside Support Specialist
<b>Job Code:</b>		<b>Classification:</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt

### Primary Function\* *Please indicate the primary function of this position.*

*Provide a variety of outside sales and inside sales support functions such as outside sales, inside sales, quotations, applications support & customer development/new customer recruitment for the HVAC equipment and accessory item product lines sold in Employee's specified markets.*

### Duties and Responsibilities\* *Please list each major duty performed.*

- 1) Perform inside sales support & traditional Counter Sales support duties to current and prospective customers.
- 2) Perform Outside Sales/Territory Sales Manager duties for HVAC equipment dealers & recruit new contractors that are identified through Branch referrals and other "cold-calling" techniques.
- 3) Provide application &/or product selection support to branch employees for complex, larger projects that require more focused attention & more in-depth product knowledge in order to prepare a quote or proposal in an accurate & timely manner.
- 4) Be the primary point-person to manage the quote preparation process for complex, larger projects and to coordinate the pricing administration duties for our HVAC preferred pricing levels. (This does not include the simple, normal everyday quotes that can & should be coordinated by the Branch Counter employees)
- 5) Assist with the coordination of branch & regional training events with the major HVAC equipment related suppliers to help increase the knowledge & "sales readiness" of the entire Branch Team.
- 6) Assist with the key supplier & Dealer program 'Administration' steps associated with supporting the key HVAC product lines.
- 7) Execute & perform other duties as identified by Management; reports directly to the Director of HVAC Sales or Regional Sales Manager.

### Job Specifications

#### Knowledge and Skills

- 1) Experienced & comfortable working in a wholesale environment that sells direct to the contractor segment.
- 2) A basic understanding of HVAC equipment, system components & the key accessory items.
- 3) Basic understanding of computers & knowledgeable with Microsoft Office programs.

- 4) An innate tenacity to never give up & always committed to finding ways to accomplish the goal &/or answer the questions.
- 5) Superior & versatile interpersonal communications skills; & a natural ability to provide friendly customer service & build meaningful relationships across a variety of disciplines.
- 6) Comfortable making outside sales calls with current & prospective new customers with personal vehicle.
- 7) Strong work ethic, self-motivated, friendly & team-oriented

**Degrees, Licenses, Certifications and Experience**

+ 3-5 years of HVAC industry experience

+ 2 years of Outside Sales, Counter Sales or contractor experience.

+ Customer focused & sales-oriented.

+ Demonstrates an understanding of HVAC products, systems & application basics; & has a technical aptitude.

+ College Degree preferred but not required for the right individual

**Work Environment/Equipment**

+ Inside Sales & Account Management support

+ Outside Sales, new customer recruitment & on-boarding

+ New & existing account support (& development)

+ Computer/lap-top device to support the account review process

+ HVAC supplier web-sites and self-navigation portals

+ Limited travel by automobile throughout the greater specified area

+ A valid driver's license

**Physical Requirements**

1) Driving an automobile safely and without any legal restrictions.

2) Ability to answer and dialogue on telephones in a clear manner.

**Approvals**

HR Director:

**Date Revised: 6-16-18**

**Disclaimer:** Nothing in this job description restricts the company's right to change, assign or reassign duties and responsibilities at any time or for any reason.

\*To perform this job successfully, an individual must be able to satisfactorily perform each job duty and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.