

**Yearout Service, LLC**

To be invaluable to our partners; clients, vendors, industry and employees, so that they cannot imagine success without us. To live our values and accomplish our mission.

Job Title: MSR-1HVAC Service Preventative
Maintenance Contract Sales**Date:**

September 2018

Statement of Responsibilities: Redeem annual booking plan at approved pricing standards.

REPORTS TO: General Manager

In addition to the HVAC Service Preventative Maintenance Contract Sales position, the candidate will provide support to the companies as needed.

Qualifications

- Proven ease and comfort level Cold Calling and Sales Experience.
- Aptitude to position benefits to clients and potential clients
- Ability and desire to meet annual sales objectives as set by your manager.
- Build and maintain positive working relations with field, office, and management.
- Resolve customer issues and take advantage of opportunities to maximize profits.
- Proficient in identifying prospects (no assigned market/territories). Promptly follow up on leads and referrals.
- Ability to maintain an active backlog of proposals and appointments to assure booking goal is consistently met.

KNOWLEDGE, SKILLS & ABILITIES

- **Construction and service** – Knowledge of construction methods as they relate to service.
- **Design** – Knowledge of design techniques, tools, and principles related to service.
- **Public Safety and Security** – Knowledge of relevant equipment, policies, procedures and strategies to promote effective local, state and company operations for the protection of people, data, property and institutions.
- **English Language** – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- **Customer and Personal Service** – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Computers** – Knowledge of computer software, including applications.
- **Administration and Management** – Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- **Sales and Marketing** – Knowledge of principles and methods for showing, promoting, and selling products or services.
- **Production and Processing** – Knowledge of materials, production processes, quality control, costs, and other techniques for maximizing the construction process.
- **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.
- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** – Understanding written sentences and paragraphs in work related documents.

- **Speaking** – Talking to others to convey information effectively.
- **Complex Problem Solving** – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Management of Personnel Resources** – Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Time Management** – Managing one’s own time as it relates to the position and duties.
- **Coordination** – Adjusting actions in relation to others’ actions.
- **Active Learning** – Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Judgment and Decision Making** – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Monitoring** – Monitoring/Assessing performance of yourself or the organization to make improvements or take corrective action as it relates to the position and duties.

Duties & RESPONSIBILITIES INCLUDE *(But not limited to the following)*

- **Prospective Customer Development**
 - You will be required to find profitable opportunities and develop business with new customers.
 - Aggressively manage proposals to close sales.
 - Anticipate and extract their objections then overcome them, position effective solutions.
 - Commit the prospect to a decision making timetable eloquently without perceived “sales” pressure.
 - Able to qualify prospects, make effective sales presentations, answer questions and objections in a Proficient and productive manner.

RESPONSIBILITIES INCLUDE *(But not limited to the following)*

- Weekly Check-in Meeting with Sales Team Members
- Report Progress and Guidance Actions To General Manager on Routine Basis
- Able to appraise and survey mechanical systems, modification and/or maintenance requirements. Able to interpret drawings (plans), equipment and site conditions. Properly apply company pricing.
- **Time management**
 - In a timely fashion, prepare complete, clear and concise reports, proposals booking packets, and other required company paperwork; maintain written supportive information relative to delays, changes, special conditions and schedules.
 - Able to plan and efficiently schedule appointments and manage personal time to assure goals are met.
- **Documentation**
 - In a timely fashion, prepare complete, clear and concise reports, proposals booking packets, and other required company paperwork; maintain written supportive information relative to delays, changes, special conditions and schedules.
- **Customer Retention/ Maintenance Agreements Escalation**
 - Know the Customer and understand market forces to effectively sell price escalation. Identify and promptly respond to customers considering cancellation and develop and implement a well researched retention plan.
 - Promptly address customer concerns to assure resolution to assure resolution and maintain long-term positive relationships

○ **Presentation Strategy**

- Ascertain the prospect’s organization and decision making process. Anticipate and answer objections. Position a decision making timetable.
- Build rapport and productive working relationships with customers, technicians and other outside agents.
- Identify prospective customers in assigned market; promptly follow up on leads and referrals.
- Maintain an active backlog of quotes to assure (sales) booking goal is consistently met.
- Be able to recognize project opportunities and pass leads to Design/Build Department.

Requirements of the JOB

- Safely lift and carry a 55 lb Ladder. Climb building to rooftops, inventory/inspect mechanical equipment.
- Ability to lift and move up to 55lbs - Climbing towers and ladders at varying height ranges.
- Must successfully pass required drug and physical tests.
- Must have a valid driver’s license and driving record meeting the company policy conditions.
- Must clear background check
- Must clear previous employment and reference checks

Physical Demands

The physical demands described here 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.

Job Location:	New Mexico, Based out of Albuquerque	Company Industry:	HVAC Mechanical
Employment Status:	Full-Time	Employment Type:	Exempt Employee
Compensation:	Salary Base: DOE	Manages Others:	No
Education: Degree Preferred but not required:	Prefer: Bachelor’s	Hours:	M-F 7am – 4pm